

## NICB: A FORCE MULTIPLIER IN FIGHTING FRAUD

NICB knows that relationships are key when investigating fraud and vehicle crime. We have planted deep roots with law enforcement organizations, public agencies and prosecutors who place unprecedented trust in our ability to detect, deter and stop insurance crimes.

### INVESTIGATIVE AGENTS

Our corporate headquarters are in Des Plaines, Ill., and we have eight offices nationwide staffed with over 190 experienced fraud and theft investigators, known as special agents. We work with representatives from member company claims and special investigation unit groups, as well as law enforcement agency professionals, to investigate suspicious insurance claims and support civil and criminal prosecutive actions. Our special agents provide a broad range of criminal investigative services, focusing their efforts on organized groups intent on systematically defrauding the insurance industry and ultimately taking hard-earned cash out of the pockets of the American people.

“The NICB agent is an invaluable asset to our investigative unit.”  
**Columbus, Ohio, Fire Division Captain**

### INVESTIGATIVE ASSISTANCE (IA) GROUP

The NICB Investigative Assistance (IA) Group is the 24/7 contact center for law enforcement agency inquiries for vehicle theft and identification information and investigations. The IA Group can assist with:

- Secondary vehicle identifier locations;
- Build-up/cross reference of partial VINs and component parts;
- Identifying stolen or burned vehicles;
- Vehicle shipping and assembly information on pre-1981 vehicles;
- Searching for information on vehicles or people that may have been involved in major crimes or insurance fraud schemes.

“The most valuable asset to us is the knowledge these investigative assistants relay to our officers conducting the inspections in the field.”  
**Armada, Mich., Police Department Officer**

## ISO CLAIMSEARCH®—YOUR ONLINE SOURCE FOR ROUTINE INQUIRIES

Law enforcement, criminal justice and regulatory agency personnel may obtain online access to ISO ClaimSearch, the insurance industry's “All Claim Database.” This database includes claims data on property, casualty and automobile claims, including physical damage, theft and salvage information. The ability to run online inquiries from your own computer, such as querying vehicle identifiers or accessing vehicle claim history, could speed up your investigative process. NICB Technical Support can help with this setup.



## NICB RESOURCES

### NICB PASSENGER AND COMMERCIAL MANUALS

**Order:** [www.nicb.org](http://www.nicb.org)

Law enforcement officials are eligible for free or discounted pricing on the NICB Passenger and Commercial Manuals and Passenger VIN Manuals CD with a valid ORI (originating agency) code.

### NICB INVESTIGATIVE AGENTS

Refer to the Office Locations page on [www.nicb.org](http://www.nicb.org), and contact the office in your territory.

### NICB INVESTIGATIVE ASSISTANTS (IA) GROUP

**Phone:** 800.447.6282, ext. 7002 or 847.544.7002

(follow prompts based on the nature of your inquiry)

**Email:** [IA@nicb.org](mailto:IA@nicb.org)

### NICB TECHNICAL SUPPORT (ISO CLAIMSEARCH SETUP)

**Phone:** 800.447.6282, ext. 7003

**Email:** [technicalsupport@nicb.org](mailto:technicalsupport@nicb.org)

### NICB TRAINING ASSISTANCE/TRAINING MATERIAL ORDERS

**Online:** [NICBTraining.org](http://NICBTraining.org)

**Email:** [TrainingDepartment@nicb.org](mailto:TrainingDepartment@nicb.org)



### HEADQUARTERS OFFICE

1111 E. Touhy Ave., Suite 400  
Des Plaines, IL 60018  
800.447.6282

[www.nicb.org](http://www.nicb.org)

## VEHICLE THEFT & INSURANCE FRAUD SOLUTIONS FOR LAW ENFORCEMENT



## 100+ YEARS & GOING STRONG

Vehicle theft and insurance fraud are not new crimes. They have, however, become increasingly sophisticated, and over the past 100 years, so have we. We're the National Insurance Crime Bureau (NICB), the nation's premier not-for-profit organization dedicated exclusively to fighting insurance fraud and vehicle crime.

We lead a united effort of insurers, law enforcement agencies and representatives of the public to prevent and combat insurance fraud and crime through data analytics, investigations, training, legislative advocacy and public awareness.

## NO-COST SUPPORT FOR LAW ENFORCEMENT AGENCIES

NICB provides no-cost support to law enforcement agencies in many ways, through all of our five core functions. Our investigative efforts focus on multi-claim, multi-carrier investigations of major criminal activity, including:

### MEDICAL FRAUD

- Provider fraud and corrupt enterprises
- Staged accident rings

### COMMERCIAL FRAUD

- Heavy equipment
- Cargo

### VEHICLE FRAUD

- Cloned vehicles
- Body/chop shops
- Interdiction and repatriation of stolen vehicles



## HELP ACROSS AGENCIES AND COMPANIES

NICB agents serve as a liaison between and among law enforcement agencies and the insurance industry to expedite insurance fraud and theft investigations.

### CLAIM FILE EXCHANGE

We frequently obtain claim files from insurers, summarize their contents and then provide this information to law enforcement agencies. This typically eliminates an agency's need to issue subpoenas to obtain potentially critical evidence of fraud.

### FINANCIAL AND MATERIAL SUPPORT OF LAW ENFORCEMENT OPERATIONS

This support can include:

- Facilitating the provision of bait cars;
- Providing surveillance equipment;
- Providing investigative vehicles;
- Securing pretext insurance policies;
- Offering financial assistance and other resources to support undercover and task force operations often constrained by limited law enforcement budgets.

### TRANSACTIONS PROVIDED THROUGH NLETS

Through the National Law Enforcement Telecommunications System (Nlets) network, law enforcement and criminal justice agencies can access a wide range of information, from standard driver's license and vehicle queries to criminal history and Interpol information. Multiple NICB transactions are available over the Nlets network for NAQ, NIQ, and RQ to Destination NA queries.

### ASSISTANCE WITH CASE PREPARATION

NICB can help law enforcement agencies prepare fraud and theft cases and investigative reports to present to prosecutors. We find this to be a much-appreciated service by prosecutors, as it frequently expedites charges being brought against alleged criminals.

### REGIONAL TASK FORCES AND DIALOGUE MEETINGS

NICB agents both lead and participate in more than 200 insurance fraud and vehicle theft task forces nationwide. We also sponsor regional Dialogue Meetings where members of NICB and law enforcement can gather to share information and foster awareness, cooperation and collaboration.

### INTERNATIONAL ASSISTANCE

NICB can provide information on international vehicle locations, and we also offer recovery and repatriation services. Due to our long-standing history and trusted status, we serve as an expert liaison for domestic and international law enforcement agencies on fraud and theft crimes.



## NO-COST, IN-PERSON TRAINING FOR LAW ENFORCEMENT

Many of NICB's training solutions for law enforcement agencies are provided free-of-charge. Our Training Department works with thousands of law enforcement officers every year. Experienced NICB agents, most of whom formerly worked in law enforcement, deliver in-person classroom training nationwide, covering a wide variety of topics. The training focuses on enhancing law enforcement's deterrence effect (through arrest and prosecution) by training responding officers and investigators.

### BASIC FRAUD TRAINING

We provide entry-level fraud training so new officers gain an awareness of what NICB is and how the organization's resources can help them in their investigations.

### DETECTION SKILLS

Valuable education and training on vehicle theft, vehicle identification, vehicle crime schemes and insurance fraud.

### INSURANCE INDUSTRY INSIGHT

NICB shares information on what various insurance industry terms mean, as well as how the insurance industry handles claim processes and types of evidentiary information in claims files.

## ONLINE TRAINING FOR LAW ENFORCEMENT AVAILABLE 24/7

NICB offers online insurance fraud training to law enforcement professionals free-of-charge at [NICBTraining.org](http://NICBTraining.org). These online courses will help you to spot the indicators of insurance fraud and vehicle theft. On the website you can also download reference documents and watch educational streaming videos.

## LAW ENFORCEMENT-SPECIFIC MATERIALS IN HAND

The NICB Training Department produces several law enforcement-related publications on various topics to help you in your investigations. Available to you are pocket guides, investigative guides and numerous NICB indicators of fraud sheets. The full list of materials is on [NICBTraining.org](http://NICBTraining.org) in the NICB Products Available for Law Enforcement link.