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Reference Materials

- PAL Workflow
- Reference Guide to Aid in Understanding Arrest Abbreviations
- Field Office List; Revision 10/18/2017
- URL List for State Agencies
- Field Office List; Revision 08/18/2015
- Avaya Reason Codes
- Quick Reference Guide; FBI – WV Call Center (marked ~~Confidential~~ Information)
- FBI Field Offices and Resident Agencies
- NCIC Record Abbreviations
- Violation - Violation Types
- FBI Field Offices - Alphabetical Order
- Field Office Walk-ins
- CSRs Foreign Language Table
- PAL CSR Agent ID List (Names, IDs, Phone numbers, and Shifts)
- Crimes Against Children; FBI/CJIS/PAL Unit; SSA [redacted]

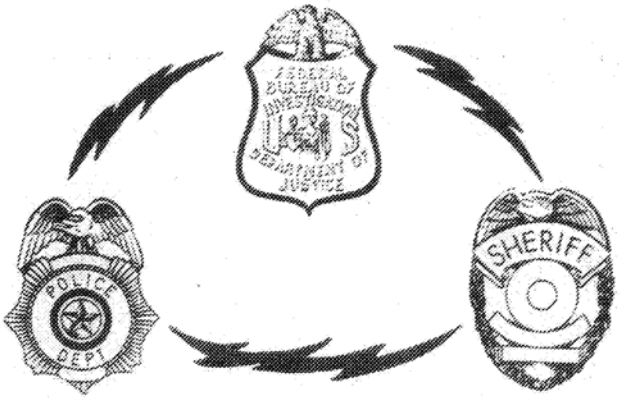
b6
b7C

PAL Workflow

b7E

U.S. Department of Justice
Federal Bureau of Investigation

Reference Guide to Aid in Understanding Arrest Abbreviations



THIS GUIDE IS NEITHER ALL-INCLUSIVE NOR ARE THE ABBREVIATIONS CONTAINED HEREIN NECESSARILY UNIQUE TO THE SPECIFIC ARREST CHARGES. CAUTION SHOULD BE EXERCISED WHEN USING THE GUIDE TO AVOID MISINTERPRETATION. THIS GUIDE SHOULD NOT BE USED FOR ABBREVIATING NEW ARREST CHARGES. USE COMMON SENSE. EASILY UNDERSTOOD ABBREVIATIONS AS THIS GUIDE MAY NOT BE AVAILABLE TO INDIVIDUALS WHO LATER TRY TO INTERPRET THEM.

Following is a list of standardized abbreviations which should be used in showing charges listed on fingerprint cards submitted to the FBI. Much better service can be provided if all departments and agencies will use these abbreviations rather than Federal, state, county, or municipal code numbers which are not readily understandable by all interested parties. Additional copies of this list can be obtained by writing to the Director, Federal Bureau of Investigation, United States Department of Justice, Washington, D. C. 20535.

A

Abandoning child----------abndn child
Abandoning motor vehicle----------abndn MV
Abandoning wife----------abndn wife
Abandonment----------abndnt
Abduction----------abd
Abduction and compelling to marry----------abd & comp to marry
Abduction for purposes of prostitution----------abd for prost
Abortion----------abrtn
Absent without leave----------ABCL
Abstraction----------abst
Abusive language----------abus lang
Accepting a bribe----------accpt brb
Accepting earnings of a prostitute----------accpt earn of prost
Accessory----------acc
Accessory after abortion----------acc aft abrtn
Accessory after the fact, receiving----------acc aft fact rec
Accessory to burglary----------acc to burg
Accessory to issuing checks----------acc to iss chks
Accessory to jail breaking----------acc to jl brk
Accessory to larceny----------acc to L
Accessory to murder----------acc to mur
Accessory to robbery----------acc to rob
Accompanying drunken driver----------accomp DD
Accomplice----------accpl
Accosting----------accost
Adultery----------adlty
Affidavit----------afdvt
Affray----------affr
Affray with deadly weapon----------affr WDW
Aggravated assault----------agg A
Aggravated assault with weapon----------AAWW
Agitator----------agtr
Aiding a prisoner to escape----------aid pr to esc
Aiding and abetting crime----------aid & abet crime
Aiding and abetting lottery----------aid & abet lott
Aiding and harboring an escaped prisoner----------aid & har esc pr
Aircraft Piracy----------AP
Alcohol Beverage Control Act----------ABC Act
Alien Firearms Act----------AFA
Alien in possession of firearms----------alien poss firearms
Alimony----------alimy
Allowing one to drive without a permit----------allow dr w/o permt
Altered vehicle identification number----------AVIN
Altering----------alt
Altering Government obligations----------alt Govt obli
Annoying and soliciting----------annoy & sol
Anti-Racketeering----------AR
Antitrust Laws----------ARL
Antitrust Laws - State Firearms Control Assistance Act----------ARL - SFCAA
Anti-Trust Law----------ATL
Appropriating----------approp
Appropriating property in possession of common carrier----------APIPOCC
Armed with a dangerous weapon----------armed WDW
Arson of personal property----------arson of pers prop

Article of War----------AW
Assault----------asslt (or A)
Assault and battery----------A & B
Assault and battery with intent to kill----------ABWIK
Assault and robbery----------A & rob
Assault and robbery, armed----------A & rob armed
Assault, armed----------A armed
Assault on Government reservation----------A on Govt res
Assault to kill----------A to K
Assault to maim----------A to maim
Assault to murder----------A to mur
Assault to rape----------A to rape
Assault to rob----------A to rob
Assault to robbery armed----------asslt to RA
Assault with deadly weapon----------ADW
Assault with intent to maim----------A int maim
Assaulting Federal officer----------AFO
Assaulting police officer----------APO
Assembling----------assb
Assisting----------asst
Assisting and procuring marriage of
  insane person----------asst & proc mar of ins per
Assisting in attempt to commit rape----------asst att to rape
Assisting in keeping a gaming place----------asst keep gam pl
Assisting prostitution----------asst prost
Attempted robbery armed----------att RA
Atomic Energy Act----------AEA
Atrocious assault----------atroc A
Atrocious assault with intent to kill----------atroc AWIK
Atrocious robbery, armed----------atroc rob armed
Atrocious robbery, unarmed----------atroc rob unarmed
Attempt to commit crime----------att to comm crime
Attempt to influence witness----------att to infl wit
Attempt to pass counterfeit money----------att to pass cnft money
Attempt to rape----------att to rape
Attempted----------att
Attempted abortion----------att abrtn
Attempted arson----------att arson
Attempted assault----------att A
Attempted assault and battery----------att A & B
Attempted burglary----------att burg
Attempted extortion----------att ext
Attempted grand larceny----------att GL
Attempted larceny----------att L
Attempted larceny by impersonation----------att L by imp
Attempted robbery, armed----------att rob armed
Attempted robbery, unarmed----------att rob unarmed
Attempted sodomy----------att sod
Attempted suicide----------att suicide
Auto - hit and run----------auto H & R
Auto - no license----------auto no lic
Auto theft----------auto T
Automobile Information Disclosure Act----------AIDA

B

Bad check or bogus check----------BC
Bail jumping----------bail jmpg
Bank burglary----------BB
Bank Fraud and Embezzlement----------BF & E
Bank larceny----------BL
Bank robbery----------BR
Bankruptcy----------bkrtcy
Barratry----------barr

Distributing----------distr
Distributing communistic literature----------distr commu lit
Disturbance----------dist
Disturbing regular worship----------dist reg wsp
Disturbing the peace----------dist peace
Diverting----------div
Diverting electricity----------div elec
Diverting gas----------div gas
Dope on person----------dope on per
Drawing checks without funds----------drw chk w/o fds
Drawing or exhibiting firearms----------drw or exh firearms
Driving away auto without owner's permission----------DAA w/o OP
Driving car intoxicated----------DCI
Driving car intoxicated-drugs----------DCI-D
Driving car intoxicated-liquor----------DCI-L
Driving Under Influence----------DUI
Driving under the influence of liquor----------DUIL
Driving while drunk----------DWD
Driving while drunk-drugs----------DWD-D
Driving while drunk-liquor----------DWD-L
Driving While Intoxicated----------DWI
Driving while intoxicated-drugs----------DWI-D
Driving while intoxicated-liquor----------DWI-L
Driving while license suspended----------DWLS
Driving without permit----------dr w/o pmt
Drunk----------drk
Drunk and disorderly----------D & D
Drunk and disorderly conduct----------D & DC
Drunk in control of motor vehicle----------DCMV
Dwelling----------dwlg
Dyer Act----------Dyer A
Dynamiting----------dyn
Dynamiting inhabited building----------dyn inh bldg

E

Eavesdropping----------evsdrp
Election Laws----------EL
Elimination----------elim
Embezzlement of Government property----------EGP
Embezzlement or embezzling----------emba
Embracery----------embrcy
Endangering----------endang
Endangering life or health of child----------endang L or H of child
Entering----------ent (or E)
Enticing----------entic
Enticing females under age----------entic fem u age
Enticing into immoral place----------entic into imm place
Escape and rescue----------EAR
Escaped----------esc
Escaped convict----------esc conv
Escaped Federal prisoner----------EFP
Escaping Federal custody----------esc fed cust
Espionage----------esp
Evading railroad fare----------ev rr fare
Evasion of Tax Laws----------ev Tax L
Evasion or evading----------ev
Examination----------exam
Exhibiting----------exh
Explosives----------explsv
Explosives and Incendiary Devices----------EIO
Exposing----------expos
Exposing his person----------expos per
Extortion----------ext
Extortionate Credit Transactions----------ECT

Stabbing----------stab
Stabbing with intent to kill----------stab with int kill
State Firearms Control Assistance Act----------SFCAA
State Narcotic Law----------SNL
State Poison Act----------St Pois A
State prohibition----------st proh
State Wage Law----------St Wage L
Statutory rape----------stat rape
Stealing----------steal
Stealing from common carrier----------steal fr comm carrier
Stealing, secreting or embezzling mail matter----------steal secr or embz mail
Stolen property----------stln prop
Storebreaking----------store B
Storehouse breaking----------storehse B
Subornation----------suborn
Subversive activity----------subv activ
Sunday Law----------Sun L
Support----------sup
Suspicion----------susp
Suspicious person----------SP
Swindle with checks----------sw w chks
Swindle with worthless checks----------SWWC
Swindling over $50----------sw over $50
Swindling under $50----------sw under $50
Switchblade Knife Act----------SKA
Switching license plates----------swit lic pl

T

Taking auto without owner's permission----------TAWOP
Tampering----------tamp
Tampering with auto----------tamp auto
Tampering with U.S. mail----------tamp US mail
Tariff Act----------TA
Theft----------T
Theft by bailee----------T by bail
Theft by check----------TBC
Theft by deception----------T by decep
Theft from interstate shipment----------TFIS
Theft from Interstate Shipment - Armed Hijacking----------TFIS - AH
Theft of Government property----------TGP
Theft over $50----------T over $50
Theft under $50----------T under $50
Threat or threatening----------thrt
Threat to kill----------thrt to kill
Threatened breach of the peace----------thrt B of P
Threats to extort----------thrt to ext
Trading with the Enemy Act----------TWEA
Traffic Act----------Traf A
Traffic Ordinance----------Traf Ord
Traffic signals (running signal light)----------traf sig
Train rider----------tr rider
Transporting----------transp
Transporting liquor----------transp liq
Transporting narcotics----------transp narc
Trespassing----------tresp
Trespassing on railroad property----------tres on rr prop
Truancy----------tru

U

Unauthorized publication or use of communications----------UPUC
Uniform Firearms Act----------UFA
Uniform Narcotics Act----------UNA

U.S. Criminal Code or U.S. Criminal Court----------USCC
Unlawful assembling----------unl ass
Unlawful driving away auto----------UDAA
Unlawful entry----------unl ent
Unlawful flight to Avoid Custody or Confinement----------UFAC
Unlawful flight to avoid prosecution----------UFAP
Unlawful flight to avoid testimony----------UFAT
Unlawful marriage----------unl marr
Unlawful possession of firearms----------unl poss firearms
Unlawful Possession or Receipt of Firearms----------UFRP
Unlawful possession or use of explosives
(bombs, etc.)----------unl poss or use explos
Unlawful sale of securities----------unl sale of sec
Unlawful use of weapon----------unl use W (or UUW)
Unlawfully driving away and abandoning auto----------unl DAA & abndn
Unlawfully driving away auto----------UDAA
Unlicensed chauffeur----------unlic chauf
Unregistered still----------unreg still
Unreported interstate shipment of cigarettes----------UTSC
Using mails to defraud----------UMD
Using motor vehicle without permission----------using MV w/o pms
Using profane and abusive language----------using prof & ab lang
Utter distribute forged checks----------UFFC
Uttering----------utr
Uttering and publishing----------U & P
Uttering check----------utt chk
Uttering forged instrument----------utt forg inst
Uttering forged obligations----------utt forg obl

V

Vagabond----------vaga
Vagrancy----------vag
Vehicle----------veh
Vehicle Identification Number----------VIN
Vehicle, no lights----------veh no lts
Vehicle taking or vehicle theft----------VT
Veterans Administration Matters----------VAM
Violating State Game and Fish Law----------vio St Game & Fish L
Violating Sunday Closing Law----------vio Sun Cl L
Violation Child Labor Law----------vio CLL
Violation City Ordinance----------vio City Ord
Violation Controlled Substance Act----------vio CSA
Violation Controlled Substance Drug Device and Cosmetic Act----------VCSDCA
Violation Dangerous Drugs and Control Act----------vio DDCA
Violation Drug Abuse Act----------vio DAA
Violation Dyer Act----------vio Dyer A
Violation Federal Injunction----------vio Fed inj
Violation Harrison Narcotic Act----------vio HNA
Violation Health Laws----------vio of HL
Violation Immigration Law----------vio Imi L
Violation Liquor Law----------vio of LL
Violation National Motor Vehicle Theft Act----------vio NMVTA
Violation of Internal Revenue Laws----------VIRL
Violation of Internal Revenue Laws - Liquor----------VIRL-L
Violation Prohibition Laws----------vio Proh L
Violation State Game and Fish Law----------vio St Game & Fish L
Violation State Liquor Law----------vio St LL
Violation Sunday Closing Law----------vio Sun Cl L
Violation traffic regulation----------vio traf reg
Violation Uniform Firearms Act----------vio UFA
Voluntary manslaughter----------vol manl
Voluntary murder----------vol mur
Voting Rights Act, 1965----------VRA-65

Visiting A Dive (Nuisance) VAD

Criminal Code----------Crim Code
Criminal conspiracy----------crim consp
Criminal homicide----------crim hom
Criminal libel----------crim lib
Criminal negligence----------crim neg
Criminal possession of controlled substance----------CPCS
Criminal possession of dangerous drugs----------CPDD
Criminal possession of stolen property----------CPSP
Criminal registration----------crim reg
Criminal sale of controlled substances----------CSCS
Criminally receiving stolen property----------CRSP
Criminally uttering and publishing false instrument----------CU & P fls inst
Criminally uttering and publishing false (or forged) check----------CU & PFC
Criminally uttering and publishing forged warrant----------CU & P fgd warr
Cruelty to animals----------cr to ani
Cruelty to children----------cr to chdn
Custodian of a bet----------cust bet
Custody of Attorney General----------CAG
Customs Laws----------Customs L
Cutting----------cut
Cutting with intent to kill----------CWIK

D

Damaging personal property----------dam pers prop
Damaging Property----------DMG PROP
Damaging railroad property----------dam rr prop
Dangerous----------dang
Dangerous and suspicious----------D & S
Dangerous weapon----------DW
Deadly Weapon Act----------DWA
Dealing in lottery policy----------deal in lott pol
Defacing building----------def bldg
Defacing Government bonds----------def Govt bonds
Defacing or destroying personal property----------def or dest pers prop
Defacing or destroying public property----------def or dest pub prop
Defective brakes----------def brakes
Defrauding----------defr
Defrauding innkeeper----------defr innkpr
Defrauding livery keeper----------defr liv kpr
Defrauding the mails----------defr mails
Delinquent----------delin
Delivery of phencyclidine----------del of PCP
Dependents Assistance Act of 1950----------DAA-50
Deportation----------dep
Deportation proceedings----------dep proc
Depositing in U.S. post office threat to injure person
or property of addressee----------depos in US PO thrt
Desecration of the flag----------DOF
Desecration of Sabbath----------desc Sab
Desertion of wife and children----------desert wife & chdn
Desertion or deserter----------desert
Destruction of aircraft or motor vehicles----------DAMV
Destruction of Government property----------DOP
Destruction of interstate property----------destr of IP
Discharging firearms----------disch firearms
Disorderly----------dis
Disorderly conduct----------DC
Disorderly house----------DH
Disorderly person----------DP
Displaying void operator's license----------deply void op lic
Disposing of mortgaged property----------disp mgg prop
Disposing of stolen property----------disp stln prop
Distilling----------discil

Fugitive Deserter----------FUG
Fugitive other authorities----------FOA

G

Gambling----------gamb
Gambling - cards----------gamb cds
Gambling devices----------gamb dev
Gambling - dice----------gamb dice
Game laws----------Game L
General principles----------GP
Grand larceny----------GL
Grand larceny - auto----------GLA
Grand theft----------GT
Grand theft - auto----------GTA
Great bodily injury----------gr bod inj
Gross smear----------gross sm
Gross indecency----------gross ind

H

Habitual----------hab
Habitual drunkard----------hab drk
Harboring criminals----------harb crim
Harrison Narcotic Act----------HNA
Hatch Act----------HA
Health Law----------Hlth L
Highway robbery----------hwy rob
Hijacking----------hijack
Holdup----------hldp
Holdup with deadly weapon----------hldp DW
Housebreaking----------HB
House of ill fame----------H of IF
House of prostitution----------H of prost

I

Illegal business----------illeg busn
Illegal cohabitation----------illeg cohab
Illegal dentistry----------illeg dent
Illegal entry to U.S.----------illeg ent US
Illegal fishing----------illeg fish
Illegal Gambling Business----------IGB
Illegal manufacturing use-possession-sale-
emblem-insignia----------ill mfg-use-sale-emblem-insignia
Illegal possession of Government property----------IPGP
Illegal practice of medicine----------illeg prac med
Illegal trapping----------illeg trap
Illegal wearing of badge emblem----------illeg wear badge emb
Illegal wearing of uniform----------IWU
Illicit----------illic
Illicit distilling----------illic distil
Immoral----------imm
Immoral entertainment----------imm entert
Impersonating an officer----------imp off
Impersonating or impersonation----------imp
Improper state license----------imper st lic
Incendiarism----------incend
Incorrigible or incorrigibility----------incorr
Indecent----------ind
Indecent conduct----------ind cond
Indecent exposure----------ind exp
Indecent liberties----------ind lib
Indecent liberties with minor child----------ind lib min child

Possession automobile with mutilated motor
number----------poss auto with mut mtr numb
Possession burglary tools----------poss burg tools
Possession controlled substance----------poss contr sub
Possession counterfeit foreign securities----------poss cnft foreign sec
Possession counterfeit money----------poss cnft mon
Possession dangerous weapon----------poss DW
Possession deer meat----------poss deer meat
Possession drug paraphernalia----------poss drug para
Possession drugs----------poss drugs
Possession hypodermic needle----------poss hypo needle
Possession intoxicating liquor----------poss intox liq
Possession lottery tickets----------poss lott tkts
Possession marijuana----------poss marij
Possession mash----------poss mash
Possession metal knuckles----------poss met knuckles
Possession morphine----------poss morph
Possession narcotics----------poss narc
Possession obscene literature----------poss obs lit
Possession of implement of crime----------PIC
Possession of lysergic acid----------poss LSD
Possession of number slips----------PNS
Possession of prohibited weapon----------poss PW
Possession opium----------poss opium
Possession slot machines----------poss sl mach
Possession still----------poss still
Possession stolen goods----------poss SG
Possession stolen property----------poss stln prop
Possession unregistered revolver----------poss unreg revlvr
Postal law----------Post L
Presence in illegal establishment----------PIE
Presenting false claims----------poss fls cl
Probation----------prob
Probation violation----------PBV
Procuring----------proc
Procuring females for house of ill fame----------proc fem for H of IF
Procuring person to commit arson----------proc to comm arson
Profanity----------prof
Prohibition----------proh
Prostitute or prostitution----------prost
Prowling----------prowl
Public Health Law----------PHL
Public intoxication----------pub intox
Public nuisance----------pub nuis
Purse snatching----------purse snatch

Q

Quarantine----------quar

R

Racketeer influenced and corrupt organization----------RICO
Rape of minor----------rape minr
Receiving----------rec
Receiving and concealing----------rec & conc
Receiving money from prostitute----------rec mon fr prost
Receiving post office money orders----------rec PO MO
Receiving stolen goods----------RSG
Receiving stolen property----------RSP
Reckless driving----------reck dr
Reckless endangering another person----------REAP
Reconstruction Finance Corporation Act----------RFCA
Recording wagers----------recdg wgrs

Red Cross Act----------RCA
Registration Act----------RA
Removal or concealment of spirits contrary to law----------rem or conc sprts
Removing identification on gun----------rem ident on gun
Renting lewd books----------rent lewd bks
Resisting an officer----------resist ofc
Resisting arrest----------resist arr
Rifling U.S. mails----------rif US mails
Rioting----------riot
Robbery----------rob
Robbery, armed----------rob armed
Robbery, unarmed----------rob unarmed
Robbing U.S. mails----------rob US mails

S

Sabotage----------sab
Safecracking----------safecrk
Sale indecent literature----------sale ind lit
Sale liquor----------sale liq
Sale mortgaged property----------sale mtgd prop
Sale narcotics----------sale narc
Sale of liquor to Indians----------sale liq to Ind
Sale securities without being registered----------sale sec w/o reg
Sedition----------sed
Seduction----------seduct
Seining fish, improper net----------sng fish impr net
Selective Service Act----------SSA
Selling adulterated food----------sell adlt food
Selling game illegally----------sell game illeg
Selling lottery tickets----------sell lott tkts
Selling marijuana----------sell marij
Selling morphine----------sell morph
Selling opium----------sell opium
Selling securities no license----------sell sec no lic
Selling unregistered revolver----------sell unreg revlvr
Servicemen's Dependents Allowance Act of 1942----------SDAA
Servicemen's Readjustment Act of 1944----------SRA
Setting spring gun----------set spring gun
Setting up lottery----------set up lott
Sexual perversion----------sex perv
Shooting----------sh
Shooting deer out of season----------sh deer out seas
Shooting to wound----------sh to wound
Shooting with intent to kill----------sh with int kill
Shoplifting----------shplftg
Shortchanging----------shortcng
Simple assault----------simp asalt
Simple larceny----------simp larc
Skipping bail----------skip bl
Slander or slanderous----------slan
Sleeping public place----------sleep pub pl
Smuggling----------smug
Sodomy----------sod
Solicitation of bribery----------sol of brby
Soliciting----------sol
Soliciting alms----------sol alms
Soliciting for immoral purpose----------sol imm purp
Soliciting for lewd and immoral purpose----------SLIP
Soliciting to commit sodomy----------sol comm sod
Soliciting without license----------sol w/o lic
Speeding----------speed
Sports bribery----------SB

F

Failure----------fail
Failure to answer summons----------fail ans sum
Failure to appear----------fail to app
Failure to assist after causing wreck----------fail asst aft caus wrk
Failure to obtain license or permit (parading, peddling, transportation passengers, barbers, merchants, pawn shops, pool room, etc.)----------fail to obt lic or prmt
Failure to provide----------fail to prov
Failure to provide for child----------fail prov for child
Failure to provide for wife----------fail prov for wife
Failure to report an accident----------fail rpt acc
Failure to report a felony----------fail rpt fel
Failure to serve legal process----------fail srv leg proc
Failure to stop and render aid----------fail to aid
False----------fls
False advertising----------fls adv
False claims----------fls cl
False entries in records of interstate carriers----------FERIC
False fire alarm----------fls fire ala
False police alarm----------fls pol ala
False pretenses----------FP
False report----------FR
False weights and measures----------fls wgts & measure
Falsely claiming U.S. citizenship----------FCC
Federal Firearms Act----------FFA
Federal Housing Administration----------FHA
Federal Housing Administration matters----------FHAM
Federal Juvenile Delinquency Act----------FJDA
Federal Juvenile Delinquency Matters----------FJDM
Federal Regulation of Lobbying Act----------FRLA
Federal Reserve Act----------FRA
Federal Tort Claims Act----------FTCA
Federal Train Wreck Statute----------FTWS
Federal Youth Corrections Act----------FYCA
Felonious assault----------fel A
Felonious driving----------fel dr
Felonious or felony----------fel
Felonious theft----------fel T
Felony warrant----------fel warr
Fictitious----------fict
Fictitious checks----------fict chks
Fictitious license plates----------fict lic pl
Fighting----------fight
Firearms Act----------Firearms A
Firearishing deadly weapon----------fl DW
Forcible entry----------forc ent
Forfeiture or forfeited----------forf
Forged or forgery----------forg
Forgery U.S. money orders----------forg USMO
Forging and passing----------forg & pass
Forging and uttering U.S. Treasury check----------FUSTC
Forging doctor's prescription----------forg Dr presc
Forging U.S. obligations----------forg US obli
Fornication----------forn
Fraud - fraudulent----------frd
Fraud against the Government----------FAG
Fraudulent instruments----------frd inst
Fraudulent negotiable instrument----------frd neg inst
Fraudulent removal of leased property----------frd rem led prop
Fraudulent voting----------frd voting
Fraudulently obtaining signature----------frd obt sig
Frequenting house of ill fame----------FHIF

L

bor Management Relations Act, 1947 ---------- LMRA
bor-Management Reporting and Disclosure Act of 1959 -
Investigative Matter ---------- LMRDA-IM
rceny ---------- larc (or L)
rceny after trust ---------- L aft trust
rceny and receiving ---------- L & R
rceny by bailee ---------- L by bailee
rceny by embezzlement ---------- L by embz
rceny by impersonation ---------- L by imp
rceny by trick ---------- L by tr
rceny from automobile ---------- L fr auto
rceny from house ---------- L fr hse
rceny from interstate shipment ---------- L fr IS
rceny from person ---------- L fr pers
rceny from store ---------- L fr store
rceny of automobile ---------- L of auto
rceny on reservation ---------- L on resvn
scivious ---------- lascv
aving accident without reporting name ---------- lv acci w/o RN
aving scene of accident ---------- lv acci
cd and dissolute ---------- lewd & disol
cd and indecent act ---------- lewd & ind act
cd and lascivious ---------- L & L
cd and lascivious cohabitation ---------- L & L cohab
quor ---------- liq
quor Law ---------- LL
quor nuisance ---------- liq nuis
ttering ---------- lott
ttery ---------- lott
ttery policy writing ---------- lott pol wrtg
ttery tickets ---------- lott tkts
nacy ---------- lncy
sergic acid ---------- LSD

M

il fraud ---------- MF
intaining bawdy house ---------- main bawdy H
intaining disorderly house ---------- main DH
intaining liquor nuisance ---------- main liq nuis
king false affidavit ---------- mkg fls affi
king, forging, counterfeiting or altering deeds or
powers of attorney ---------- mkg forg ctfg or alt deeds or pwrs atty
king, forging, counterfeiting or altering
letters patent ---------- mkg forg ctfg or alt ltrs pat
king official contract with member
of Congress ---------- mkg offcl contr w memb of Cong
king, passing or uttering fictitious bills ---------- mkg pass utt fict bills
licious ---------- mal
licious assault ---------- mal A
licious conversion ---------- mal convrsn
licious cutting or maliciously cutting ---------- mal cut
licious destruction of property ---------- mal dest prop
licious injury ---------- mal inj

Manslaughter with auto ---------- manal w auto
Manufacturing ---------- mfg
Manufacturing liquor ---------- mfg liq
Manufacturing of gambling devices ---------- mfg gamb dev
Marijuana ---------- marij
Material witness ---------- mat wit
Migratory Bird Act ---------- MBA
Migratory Bird Treaty Act ---------- MBTA
Minimum Wage Law ---------- Min Wage L
Minor in possession ---------- MIP
Misappropriation by public officer ---------- misap by pub ofc
Miscegenation ---------- misceg
Misconduct ---------- miscond
Misdemeanor ---------- misd
Misprision of felony ---------- mispr of fel
Misprision of treason ---------- mispr of treason
Molesting ---------- mol
Molesting auto ---------- mol auto
Moving mortgaged auto from state ---------- mov mtgd auto fr st
Murder ---------- mur
Murder by abortion ---------- mur by abrtn
Murder, 1st degree ---------- mur 1st deg
Murder, 2nd degree ---------- mur 2nd deg
Mutilating ---------- mutil
Mutilating U.S. currency ---------- mutil US curr

N

Narcotics ---------- narc
Narcotics Addict Rehabilitation Act ---------- NARA
National Bankruptcy Act ---------- NBA
National Cattle Theft Act ---------- NCTA
National Defense Act ---------- NDA
National Firearms Act ---------- NFA
National Motor Vehicle Theft Act ---------- NMVTA
National Prohibition Act ---------- NPA
National Science Foundation Act ---------- NSFA
National Stolen Property ---------- NSP
Naturalization Act ---------- Nat A
Neglect ---------- neg
Neglect of aged parent ---------- neg aged parent
Neglecting minor children ---------- neg minor chdn
Neglecting pregnant woman ---------- neg preg wom
Negligent collision ---------- neg collis
Night hunting ---------- nt hunt
No chauffeur's license ---------- no chauf lic
No driver's license ---------- no dr lic
No immigration visa ---------- no immi visa
No motorcycle license ---------- no mtrcyl lic
No visible means of support ---------- no vis means sup
Nonpayment ---------- nonpmt
Nonpayment of alimony ---------- nonpmt alimy
Nonpayment of wages ---------- nonpmt wages
Nonsupport ---------- nonsup
Nonsupport child ---------- nonsup child
Nonsupport wife ---------- nonsup wife

O

gation	oblig
ene literature	obs lit
ene pictures	obs pict
ruction of court orders	OCO
ruction of Criminal Investigations	OCI
ruction of justice	OOJ
ining goods by false pretense	OGFP
ining money by false pretense	OMFP
ining property under false pretenses	OPFP
ying room for immoral purposes	ooc room imm pur
ating auto while intoxicated	OAWI
ating badger game	op badg game
ating blind tiger	op bl tiger
ating Chinese lottery	op Ch lott
ating gambling game	op gamb game
ating house of ill repute	OHIR
ating lottery and slot machine	op lott & sl mach
ating motor vehicle after permit suspended	OMV prmt susp
ating motor vehicle while intoxicated	OMVWI
ating motor vehicle while intoxicated - drugs	OMVWI-D
ating motor vehicle while intoxicated - liquor	OMVWI-L
ating motor vehicle without license plates	OMV w/o lic pl
ating motor vehicle without owner's consent	OMV w/o OC
ating motor vehicle without permit	OMV w/o prmt
ating still	op still
ating vehicle under influence of drugs	OVUI-D
ating vehicle under influence of liquor	OVUI-L
ating vehicle under influence of liquor or narcotic drugs	OVUIL or narc
ating vehicle while drunk	OVWD
ating vehicle while drunk - drugs	OVWD-D
ating vehicle while drunk - liquor	OVWD-L
m resorts	opium res
nance	ord

P

Bering	perj
handling	pack
ading without a permit	pers w/o prmt
ked vehicle on highway	parked veh on hwy
ole violator	pv
ing bad checks	pass bad chks
ing counterfeit currency	pass cnft curr
ing forged post office money orders	pass forg PO MO
ing raised money orders	pass raised MO
ing worthless checks	pass wrthls chks
dler or peddling	ped
jury	perj
vert or perverted	perv
verted practice	perv prac
by larceny	pl
by theft	pl
...ollution	PP

Indefinite	indef
Infamous	inf
Infamous crime against nature	inf cr agst nat
Influence	infl
Injunction	injct
Inmate disorderly house	inm DH
Instrument	inst
Insufficient funds	insuf fds
Intent	int
Interception of Communications	IOC
Intercourse with a child	intcrse with child
Interference with Flight Crew	IWFC
Interfering	interf
Internal Revenue Act	IRA
Internal Revenue Code	IRC
Internal Revenue Law	IRL
Internal Revenue Liquor Law	IRLL
Interstate gambling activities	IGA
Interstate theft	IT
Interstate transmission of wagering information	ITWI
Interstate transportation in aid of racketeering	ITAR
Interstate transportation of fireworks	ITF
Interstate transportation of gambling devices	ITGD
Interstate transportation of lottery tickets	ITLT
Interstate transportation of obscene matter	ITOM
Interstate transportation of prison-made goods	ITPMG
Interstate transportation of prize fight films	ITPF
Interstate transportation of stolen aircraft	ITSA
Interstate transportation of stolen cattle	ITSC
Interstate transportation of stolen motor vehicle	ITSMV
Interstate transportation of stolen property	ITSP
Interstate transportation of stolen prop - commercialized theft	ITSP-CT
Interstate transportation of stolen prop - major theft	ITSP-MT
Interstate transportation of strikebreakers	ITSB
Interstate transportation of unsafe refrigerators	ITUR
Interstate transportation of wagering information	ITWI
Interstate transportation of wagering paraphernalia	ITWP
Intimidating Government Witness	intim Govt wit
Intimidation or intimidating	intim
Intoxication or intoxicated	intox
Investigation	inv
Investigate vagrancy	invest vag
Involuntary manslaughter	invol mansl
Involuntary servitude and slavery	ISS
Issuing fraudulent instruments	iss frd inst

J

Jail breaking	jl B
Joy riding	joy rid
Juvenile delinquency	JD
Juvenile Delinquency Act	JDA

K

ying concealed firearm----------CCF
ying concealed weapon----------CCW
ying firearms without license----------C firearms w/o lic
ying pistol without license----------CP w/o L
ying weapon without permit or license----------CW w/o prmt or lic
ting and swindling----------cht & swd
d desertion----------child deser
d neglect----------child neg
ese Exclusion Act----------CEA
l rights----------CR
l Rights Act, 1964----------CRA-64
bing on railroad cars----------cl on rr cars
bitation----------cohab
matching----------coin match
itting indecent act----------comm ind act
on assault----------comm asit
on cheat----------comm cht
on drunk----------comm drk
on night walker----------comm night wlkr
on nuisance----------comm nuis
on prostitute----------comm prost
on tramp and pickpocket----------comm tramp & PP
unistic----------commu
unistic activities----------commu activ
ounding a felony----------comp fel
ealed weapons----------CW
ealing evidence----------conc evid
ealing mortgaged property----------conc mtg prop
ealing stolen U.S. property----------conc stln US prop
itional release violator----------CRV
ucting lottery----------cond lott
idence game----------con game
lict of interest----------COI
ientious objector----------CO
orting with prostitute----------consort w prost
piracy----------consp
piracy to commit offense against U.S.----------consp to comm off v. US
piracy to kidnap----------consp to kid
piracy to murder----------consp to mur
piracy to rob----------consp to rob
piracy to violate Election Laws----------consp to vio Elec L
piracy to violate Inter-Freight Law----------consp to vio Inter-Freight L
empt----------cmpt
empt of court----------COC
ributing to delinquency of minor----------C to D of M
rolled dangerous substance----------cont DS
rolled Substance Act----------CSA
ersion----------conv
erting property of another to own use----------conv prop another own use
right----------cpyrt
right Laws----------Cpyrt L
ption----------corrupt
terfeiting - counterfeit----------ctfg - ctft
terfeiting dies for U.S. coins----------ctfg dies US coins
terfeiting license plates----------ctfg lic plates
terfeiting minor coins----------ctfg minor coins

W

Wandering----------wand
Welfare and Pension Plans Disclosure Act----------WPPDA
White Slave Traffic Act----------WSTA
Window peeping----------wind peep
Workmen's Compensation Act----------WCA
Worthless instrument----------wrthls inst
Wounding----------wound
Wrong license plates----------wrong lic pl

Bastardy	bast
Battery	batt (or B)
Beating	btg
Beating hotel bill	btg hotel bill
Beating way on train	btg way on train
Begging	beg
Begging on streets	beg on st
Bills of Lading Act	BLA
Blackmail	bkml
Blasphemy	blsmy
Blue Sky Laws	BSL
Board bill beating	brd bill btg
Bomb threats	BT
Bond forfeiture	bond forf
Bookmaking	bkmkg
Box car burglary	box car burg
Breach of peace	B of P
Breaking	B
Breaking and entering	B & E
Breaking and entering by use of explosives	B & E by explos
Breaking and entering dwelling, daytime	B & E dw DT
Breaking and entering in nighttime and petty larceny	B & E NT & PL
Breaking and entering railroad car	B & E rr car
Breaking and entering showcase	B & E showcase
Breaking and entering U.S. mailbox	B & E US mbox
Breaking and entering with intent to assault	B & E int asslt
Breaking and entering with intent to kill	B & E int kill
Breaking and entering with intent to rape	B & E int rape
Breaking and entering with intent to rob	B & E int rob
Breaking and entering with intent to steal	B & E int steal
Breaking, entering, and larceny	B E & L
Breaking into dwelling, nighttime	B dw NT
Breaking into post office	B into PO
Breaking into store, nighttime	B store NT
Breaking quarantine	B quar
Bribery	brby
Bribery of athletes	brby of ath
Bribery of officials or officers	brby of ofc
Bribing	brbg
Bucket shops	bkt sh
Building code violation	bldg code vio
Burglary	burg
Burglary and grand larceny	burg & GL
Burglary and larceny	burg & L
Burglary not in a dwelling	BNID
Burning	burn
Burning, destroying, etc., insured property	burn dest ins prop
Burning, intent to injure insurer	burn int inj ins
Buying, receiving, concealing stolen property	BRCSP
Buying U. S. property	buy US prop

C

California Vehicle Act	CVA
Car breaking	car B
Car prowling	car prowl

FBI FIELD OFFICES

Division	Abr.		Xfer		Abr.		Xfer
Albany, NY	AL	518-465-7551		Memphis, Tennessee	ME	901-747-4300	
Albuquerque, NM	AQ	505-889-1300		Miami, Florida	MM	754-703-2000	
Anchorage, Alaska	AN	907-276-4441		Milwaukee, WI	MW	414-276-4684	
Atlanta, Georgia	AT	770-216-3000		Minneapolis, MN	MP	763-569-8000	
Baltimore, Maryland	BA	410-265-8080		Mobile, Alabama	MO	251-438-3674	
Birmingham, Alabama	BH	205-326-6166		New Haven, CT	NH	203-777-6311	
Boston, Mass.	BS	857-386-2000		New Orleans, LA	NO	504-816-3000	
Buffalo, NY	BF	716-856-7800		New York, NY	NY	212-384-1000	
Charlotte, NC	CE	704-672-6100		Newark, NJ	NK	973-792-3000	
Chicago, Illinois	CG	312-421-6700		Norfolk, Virginia	NF	757-455-0100	
Cincinnati, Ohio	CI	513-421-4310		Oklahoma City, OK	OC	405-290-7770	
Cleveland, Ohio	CV	216-522-1400		Omaha, Nebraska	OM	402-493-8688	
Columbia, SC	CO	803-551-4200		Philadelphia, PA	PH	215-418-4000	
Dallas, Texas	DL	972-559-5000		Phoenix, Arizona	PX	623-466-1999	
Denver, Colorado	DN	303-629-7171		Pittsburgh, PA	PG	412-432-4000	
Detroit, Michigan	DE	313-965-2323		Portland, Oregon	PD	503-224-4181	
El Paso, Texas	EP	915-832-5000		Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300		Sacramento, CA	SC	916-746-7000	
Houston, Texas	HO	713-693-5000		Salt Lake City, Utah	SU	801-579-1400	
Indianapolis, Indiana	IP	317-595-4000		San Antonio, Texas	SA	210-225-6741	
Jackson, Miss.	JN	601-948-5000		San Diego, CA	SD	858-320-1800	
Jacksonville, FL	JK	904-248-7000		San Francisco, CA	SF	415-553-7400	
Kansas City, Missouri	KC	816-512-8200		San Juan, Puerto Rico	SJ	787-754-6000	
Knoxville, Tenn.	KX	865-544-0751		Seattle, Wash.	SE	206-622-0460	
Las Vegas, Nevada	LV	702-385-1281		Springfield, Illinois	SI	217-522-9675	
Little Rock, Arkansas	LR	501-221-9100		St Louis, Missouri	SL	314-589-2500	
Los Angeles, CA	LA	310-477-6565		Tampa, FL	TP	813-253-1000	
Louisville, Kentucky	LS	502-263-6000		Washington, DC	WF	202-278-2000	

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NONE = No Recording S.O.L. = Stay On Line

Revision: 10/18/2017

AL	Alaska	http://info.alabama.gov/directory.aspx?range=2
AK	Alaska	http://alaska.gov/akdir1.html
AZ	Arizona	http://azdirect.azdoa.gov/all.aspx
AR	Arkansas	http://www.arkansas.gov/government/agencies
CA	California	http://www.ca.gov/Apps/Agencies.aspx
CO	Colorado	https://www.colorado.gov/government/government/state-agencies.html
CT	Connecticut	http://www.ct.gov/ctportal/cwp/view.asp?a=843&q=489944
DE	Deleware	http://www.delaware.gov/topics/agencylist_dept
FL	Florida	http://www.myflorida.com/directory/
GA	Georgia	http://georgia.gov/agency-list
HI	Hawaii	http://lrbhawaii.org/capitoli/dirguide/
ID	Idaho	http://www.idaho.gov/agency/
IL	Illinois	https://www2.illinois.gov/pages/agencies.aspx
IN	Indiana	http://www.in.gov/core/find_agency.html
IA	Iowa	http://phonebook.iowa.gov/agency.aspx
KS	Kansas	http://www.kansas.gov/government/agencies-associations-listing/
KY	Kentucky	http://kentucky.gov/government/pages/agency.aspx
LA	Louisiana	http://louisiana.gov/Government/Agency_Index/
ME	Maine	http://www.maine.gov/portal/government/state-agencies
MD	Maryland	http://www.maryland.gov/pages/agency_directory.aspx
MA	Massasschusetts	http://www.mass.gov/portal/global-agency-list.html
MI	Michigan	http://www.michigan.gov/som/0,1607,7-192-29701_29702_30045---,00.html
MN	Minnesota	https://mn.gov/portal/government/state/agencies-boards-commissions/
MS	Mississippi	http://www.ms.gov/agency_directory/default.aspx
MO	Missouri	http://www.mo.gov/search-results/
MT	Montana	https://mt.gov/govt/agencylisting.mcpx
NE	Nebraska	http://www.nebraska.gov/allagencies.html
NV	Nevada	http://nv.gov/agency/department/
NH	New Hampshire	http://www.nh.gov/government/agencies.html
NJ	New Jersey	http://www.nj.gov/nj/gov/deptserv/
NM	New Mexico	http://www.newmexico.gov/government/a_to_z_state_agency_listings.aspx
NY	New York	http://www.nysegov.com/CiTgUIDE.CFM?superCat=102&cat=449&content=main
NC	North Carolina	http://www.ncgov.com/government/agencies/
ND	North Dakota	https://www.nd.gov/agency.htm

OH	Ohio	http://www.ohio.gov/agencies/
OK	Oklahoma	http://www.ok.gov/portal/agency.php
OR	Oregon	http://www.oregon.gov/pages/a_to_z_listing.aspx
PA	Pennslyvania	http://www.portal.state.pa.us/portal/server.pt/community/telephone_directory/1295
RI	Rhiode Island	http://www.info.ri.gov/browse.php?choice=show_az&letter=a
SC	South Carolina	http://sc.gov/pages/agencyListingA-Z.aspx
SD	South Dakota	http://sd.gov/government.aspx
TN	Tennessee	http://www.tn.gov/directory/
TX	Texas	https://www.tsl.texas.gov/apps/lrs/agencies/index.html
UT	Utah	http://www.utah.gov/government/agencylist.html
VT	Vermont	http://www.vermont.gov/portal/government/atoz.php
VA	Virginia	http://www.agencydirectory.virginia.gov/
WA	Washington	http://access.wa.gov/agency
WV	West Virginia	http://www.wv.gov/pages/agencies.aspx
WI	Wisconsin	http://www.wisconsin.gov/state/core/agency_index.html
WY	Wyoming	http://www.wyoming.gov/agencies.aspx

FBI FIELD OFFICES

Division	Abr.		Xfer
Washington, DC	WF	202-278-2000	
New Haven, CT	NH	203-777-6311	
Birmingham, Alabama	BH	205-326-6166	
Seattle, Wash.	SE	206-622-0460	
San Antonio, Texas	SA	210-225-6741	
New York, NY	NY	212-384-1000	
Philadelphia, PA	PH	215-418-4000	
Cleveland, Ohio	CV	216-522-1400	
Springfield, Illinois	SI	217-522-9675	
Mobile, Alabama	MO	251-438-3674	
Denver, Colorado	DN	303-629-7171	
Los Angeles, CA	LA	310-477-6565	
Chicago, Illinois	CG	312-421-6700	
Detroit, Michigan	DE	313-965-2323	
St Louis, Missouri	SL	314-589-2500	
Indianapolis, Indiana	IP	317-595-4000	
Omaha, Nebraska	OM	402-493-8688	
Atlanta, Georgia	AT	404-679-9000	
Oklahoma City, OK	OC	405-290-7770	
Baltimore, Maryland	BA	410-265-8080	
Pittsburgh, PA	PG	412-432-4000	
Milwaukee, WI	MW	414-276-4684	
San Francisco, CA	SF	415-553-7400	
Little Rock, Arkansas	LR	501-221-9100	
Louisville, Kentucky	LS	502-263-6000	
Portland, Oregon	PD	503-224-4181	
New Orleans, LA	NO	504-816-3000	
Albuquerque, NM	AQ	505-889-1300	

	Abr.		Xfer
Cincinnati, Ohio	CI	513-421-4310	
Albany, NY	AL	518-465-7551	
Jackson, Miss.	JN	601-948-5000	
Boston, Mass.	BS	617-742-5533	
Phoenix, Arizona	PX	623-466-1999	
Las Vegas, Nevada	LV	702-385-1281	
Charlotte, NC	CE	704-672-6100	
Houston, Texas	HO	713-693-5000	
Buffalo, NY	BF	716-856-7800	
Miami, Florida	MM	754-703-2000	
Norfolk, Virginia	NF	757-455-0100	
Minneapolis, MN	MP	763-569-8000	
San Juan, Puerto Rico	SJ	787-754-6000	
Salt Lake City, Utah	SU	801-579-1400	
Columbia, SC	CO	803-551-4200	
Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300	
Tampa, FL	TP	813-253-1000	
Kansas City, Missouri	KC	816-512-8200	
San Diego, CA	SD	858-320-1800	
Knoxville, Tenn.	KX	865-544-0751	
Memphis, Tennessee	ME	901-747-4300	
Jacksonville, FL	JK	904-248-7000	
Anchorage, Alaska	AN	907-276-4441	
El Paso, Texas	EP	915-832-5000	
Sacramento, CA	SC	916-746-7000	
Dallas, Texas	DL	972-559-5000	
Newark, NJ	NK	973-792-3000	

b7E

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AVAYA REASON CODES

- GO READY – means you are available to take live incoming calls

- GO NOT READY –
  - (69) Team Leader Duties
  - [redacted] b7E
  - (71) PAL_Lunch
  - (72) PAL_Break
  - (73) PAL_Meeting
  - (74) PAL_Training
  - (75) PAL_After Call Work

FBI Field Offices and Resident Agencies

Alabama

Birmingham (District HQ)
1000 18th St. N
Birmingham, AL 35203
(205) 326-6166
Counties: Jefferson, Shelby, and Walker

Florence

b7E

Counties: Colbert, Franklin, Lauderdale, Lawrence, Marion, and Winston

Gadsden

Counties: Blount, Calhoun, Cherokee, Clay, Cleburne, DeKalb, Etowah, Marshall, St. Clair, and Talledega

Huntsville

Counties: Cullman, Jackson, Limestone, Madison, and Morgan

Tuscaloosa

Counties: Bibb, Fayette, Green, Lamar, Pickens, Sumter, and Tuscaloosa

Mobile (District HQ)
200 N. Royal Street
Mobile, AL 36602

(251) 438-3674

Auburn

b7E

Counties: Chambers, Lee, Macon, Randolph, Russell, and Tallapoosa

Dothan

Counties: Barbour, Coffee, Covington, Dale, Henry, Houston, and Geneva

Monroeville

Counties: Choctaw, Clarke, Conecuh, Escambia, Marengo, and Monroe

Montgomery

Counties: Autauga, Bullock, Butler, Chilton, Coosa, Crenshaw, Elmore, Lowndes, Montgomery, and Pike

Alaska

Anchorage (District HQ)
101 East 6th Ave
Anchorage, AK 99501-2524
(907) 276-4441

Fairbanks

[redacted] b7E

Areas covered: Fairbanks North Star Borough, central and northern Alaska

Juneau

[redacted]

Area covered: City and Borough of Juneau, southeastern Alaska

Arizona

Phoenix (District HQ)
21711 N. 7th Street
Phoenix, AZ 85024-5118
(623) 466-1999

Flagstaff

[redacted] b7E

Area covered: Coconino, Navajo (north of I-40), and Yavapai Counties and the Hopi, Navajo (except Apache County), and Yavapai-Prescott Indian Reservations

Gallup

[redacted]

Area covered: Apache County (north I-40) and the Navajo Indian Reservation (in Apache County) **Gallup RA shared jointly with the Albuquerque FO.**

Lake Havasu

b7E

Area covered: Mohave County and the Fort Mojave, Havasupai, Hualapai, and Kaibab-Paiute Indian Reservations

Pineton/Lakeside

Area covered: Apache (South of I-40) and Navajo (South of I-40) Counties and the White Mountain Apache Indian Reservation

Sierra Vista

Area covered: Cochise, Greenlee, and Graham Counties (excluding the portion of the San Carlos Indian Reservation that lies within Greenlee County)

Tucson

Area covered: Pima and Santa Cruz Counties and the Pascua Yaqui and Tohono O'odham Indian Reservations

Yuma

Area covered: La Paz and Yuma counties and the Colorado River Indian Tribe Reservation

Arkansas

Little Rock (District HQ)
24 Shackleford West Blvd.
Little Rock, AR 72211-3755
(501) 221-9100

El Dorado

b7E

Counties covered: Ashley, Bradley, Calhoun, Chicot, Cleveland, Columbia, Dallas, Drew, Lincoln, Quachita, and Union

Fayetteville

Counties covered: Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington

Fort Smith

Counties covered: Crawford, Franklin, Johnson, Logan, Montgomery, Polk, Sebastian, and Scott

Jonesboro

Counties covered: Clay, Craighead, Fulton, Greene, Independence, Izard, Jackson, Lawrence, Mississippi, Poinsett, Randolph, Sharp, and Stone

Marion

Counties covered: Crittenden, Cross, Desha, Lee, Monroe, Phillips, St. Francis, and Woodruff

Texarkana

[redacted] b7E

Counties covered: Clark, Hempstead, Howard, Lafayette, Little River, Miller, Nevada, Pike, and Sevier

California

Los Angeles (District HQ)
11000 Wilshire Blvd.
Suite 1700
Los Angeles, CA 90024-3672
(310) 477-6565

Lancaster

[redacted] b7E

County: Northeastern Los Angeles

Long Beach

[redacted]

County: Southern Los Angeles

Los Angeles International Airport (LAX)

[redacted]

[redacted]

County: Los Angeles (LAX)

Orange County (formerly Santa Ana)

[redacted]

County: Orange

Palm Springs

[redacted]

b7E

County: Eastern Riverside

Riverside

[redacted]

Counties: Riverside and San Bernardino

Santa Maria

[redacted]

Counties: Northern Santa Barbara and San Luis Obispo

Ventura

b7E

County: Ventura

Victorville

County: San Bernardino

West Covina

County: Eastern Los Angeles

Sacramento (District HQ)
4500 Orange Grove Avenue
Sacramento, CA 95841-4205
(916) 481-9110

Bakersfield

b7E

Counties: Inyo, Kern

Chico

Counties: Butte, Colusa, Glenn, Plumas, Sierra, Sutter, and Yuba as well as western Nevada County

Fairfield

Counties: Solano

b7E

Fresno

Counties: Fresno, Kings, Madera, Mariposa, Merced, and Tulare

Modesto

Counties: Stanislaus and Tuolumne

Redding

Counties: Lassen, Modoc, Shasta, Siskiyou, Tehama, and Trinity

South Lake Tahoe

b7E

Counties: Alpine and Mono as well eastern, mountainous portions of El Dorado, Nevada, and Placer counties

Stockton

Counties: Amador, Calaveras, and San Joaquin

San Diego (District HQ)
Federal Office Building
10385 Vista Sorrento Pkwy,
San Diego, CA 92121-1800
(858) 320-1800

Imperial County

b7E

Counties: Imperial

North County

Counties: San Diego County area north of Del Mar, California, east to Borrego Springs, including the following incorporated and unincorporated cities: Bonsall, Borrego Springs, Camp Pendleton, Cardiff, Carlsbad, Del Mar (incorporated city only), Encinitas, Escondido, Fairbanks Ranch, Fallbrook, Leucadia, Oceanside, Olivenhain, Rainbow, Rancho Santa Fe, San Marcos, Santa Ysabel, Solana Beach, Valley Center, Vista, and Warner Springs.

San Francisco (District HQ)
450 Golden Gate Ave. 13th Floor
San Francisco, CA 94102-9523
(415) 553-7400

Concord

b7E

Counties: Alameda and Contra Costa

Eureka/Fortuna

Counties: Humboldt and Del Norte

Monterey Bay

Counties: Monterey, Santa Cruz, and San Benito

Oakland

Counties: Alameda and Contra Costa

Palo Alto

No specific geographical territory

San Jose

[redacted] b7E

Counties: Monterey, Santa Clara, Santa Cruz, and San Benito

Santa Rosa

[redacted]

Counties: Lake, Mendocino, and Sonoma

Colorado

Denver (District HQ)
8000 East 36th Ave.
Denver, CO 80238
(303) 629-7171

Colorado Springs

[redacted] b7E

Counties: Alamosa, Baca, Bent, Chaffee, Cheyenne, Conejos, Costillo, Crowley, Custer, Elbert, El Paso, Fremont, Huerfano, Kiowa, Kit Carson, Lake, Las Animas, Lincoln, Otero, Park, Prowers, Pueblo, Rio Grande, Saguache, and Teller

Durango

[redacted]

Counties: Archuleta, Dolores, La Plata, Mineral, Montezuma, and San Juan

Fort Collins

Counties: Boulder, Broomfield, Gilpin, Grand (east portion), Larimer, Logan, Morgan, Phillips, Sedgewick, Washington, Weld, and Yuma b7E

Glenwood Springs

Counties: Eagle, Garfield, Grand (west portion), Moffat, Pitkin, Rio Blanco, Routt, and Summitt

Grand Junction

Counties: Delta, Gunnison, Hinsdale, Mesa, Montrose, Ouray, and San Miguel

Pueblo

[redacted] b7E

Connecticut

New Haven (District HQ)
600 State Street
New Haven, CT 06511-6505
(203) 777-6311

Bridgeport

[redacted] b7E

County: Fairfield

New London

[redacted]

Counties: New London and Windham

Meriden

[redacted]

Counties: Hartford, Litchfield, Northern New Haven, Northern Middlesex, and Tolland

District of Columbia

Washington Field Office (District HQ)
601 4th Street, N.W.
Washington, D.C. 20535-0002
(202) 278-2000

Northern Virginia Resident Agency

[redacted] b7E

Florida

Jacksonville (District HQ)
6061 Gate Parkway
Jacksonville, FL 32256
(904) 248-7000

Daytona Beach

[redacted] b7E

Counties: Flagler, Putnam, Lake, and Volusia

Fort Walton Beach

[redacted]

Counties: Okaloosa and Walton

Gainesville

Counties: Alachua, Dixie, Gilchrist, Lafayette, and Levy

Ocala

Counties: Citrus, Marion, and Sumter

b7E

Panama City

Counties: Bay, Calhoun, Gulf, Holmes, Jackson, and Washington

Pensacola

Counties: Escambia and Santa Rosa

Tallahassee

Counties: Franklin, Gadsen, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla

Miami (District HQ)
2030 SW 145th Ave
Miramar, FL 33027
(754) 703-2000

Homestead

b7E

Counties: Dade and Monroe

Fort Pierce

Counties: Highlands, Indian River, Martin, Okeechobee, and St. Lucie

Key West

County: Monroe

West Palm Beach

County: Palm Beach

Tampa (District HQ)
5525 West Gray Street
Tampa, FL 33609
(813) 253-1000

Brevard

[redacted]

County: Brevard

Fort Myers

[redacted]

b7E

Counties: Charlotte, Lee, Glades, and Hendry

Lakeland

[redacted]

County: Polk

Orlando

[redacted]

Counties: Orange, Osceola, and Seminole

Pinellas

[redacted]

County: Pinellas

Sarasota

b7E

Counties: DeSoto, Hardee, Manatee, and Sarasota

Georgia

Atlanta (District HQ)
2635 Century Parkway N.E.
Suite 400
Atlanta, GA 30345-3112
(404) 679-9000

Albany

b7E

Counties: Calhoun, Crisp, Dooly, Dougherty, Lee, Sumter, Terrell, Turner, Wilcox, and Worth

Athens

Counties: Clarke, Elbert, Franklin, Greene, Hart, Madison, Morgan, Oconee, Oglethorpe, and Walton

Augusta

Counties: Burke, Columbia, Glascock, Jefferson, Johnson, Lincoln, McDuffie, Richmond, Taliaferro, Warren, and Wilkes

Brunswick

b7E

Counties: Atkinson, Bacon, Brantley, Camden, Charlton, Coffee, Glynn, Jeff Davis, Pierce, and Ware

Columbus

Counties: Chattahoochee, Clay, Harris, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Talbot, Taylor, and Webster

Dalton (formerly Rossville)

Counties: Catoosa, Dade, Fannin, Gilmer, Murray, Union, Walker, and Whitfield

Gainesville

b7E

Counties: Banks, Barrow, Dawson, Forsyth, Habersham, Hall, Jackson, Lumpkin, Rabun, Stephens, Towns, and White

Macon

Counties: Baldwin, Bibb, Bleckley, Butts, Crawford, Hancock, Houston, Jasper, Jones, Lamar, Macon, Monroe, Peach, Pulaski, Putnam, Twiggs, Upson, Washington, and Wilkinson

Rome

Counties: Bartow, Chattooga, Cherokee, Floyd, Gordon, Haralson, Paulding, Pickens, and Polk

Savannah Operations Support Center

b7E

Counties: Bryan, Chatham, Effingham, Liberty, Long, McIntosh, Telfair, and Wayne

Statesboro

Counties: Appling, Bulloch, Candler, Dodge, Emanuel, Evans, Jenkins, Laurens, Montgomery, Screven, Tattnall, Toombs, Treutlen, and Wheeler

Valdosta

Counties: Ben Hill, Berrien, Clinch, Cook, Echols, Irwin, Lanier, Lowndes, and Tift

Hawaii

Honolulu (District HQ)
91-1300 Enterprise Avenue
Kapolei, HI 96707
(808) 566-4300

FBI Maui Resident Agency

b7E

FBI Kona Resident Agency

FBI Guam Resident Agency

FBI Saipan Resident Agency

Idaho
(Under the Salt Lake City, Utah Field Office)

Boise

b7E

b7E

Counties: Ada, Adams, Boise, Canyon, Custer, Elmore, Gem, Jerome, Lemhi, Lincoln, Owyhee, Payette, Washington, and Valley

Coeur d'Alene

Counties: Benewah, Bonner, Boundary, Kootenai, and Shoshone

Lewiston

Counties: Clearwater, Idaho, Latah, Lewis, and Nez Perce

Pocatello

Counties: Bannock, Bear Lake, Bingham, Blaine, Bonneville, Butte, Camas, Caribou, Cassia, Clark, Franklin, Fremont, Gooding, Jefferson, Madison, Minidoka, Oneida, Power, Teton, and Twin Falls

Illinois

Chicago (District HQ)
2111 West Roosevelt Road
Chicago, IL 60608-1128
(312) 421-6700

Rolling Meadows (North Resident Agency)

b7E

Counties: Cook (northern) and Lake

Rockford Resident Agency

Counties: Boone, Carroll, DeKalb, JoDavies, Lee, McHenry, Ogle, Stephenson, Whiteside, and Winnebago

Orland Park (South Resident Agency)

Counties: Cook (southern), Grundy, Kendall, LaSalle, and Will

Lisle (West Resident Agency)

Counties: Cook (central), DuPage, and Kane

Springfield (District HQ)
900 East Linton Ave
Springfield, IL 62703
(217) 522-9675

Champaign

Counties: Champaign, Clark, Coles, Crawford, Cumberland, Douglas, Edgar, Ford, Iroquois, Jasper, Kankakee, Moultrie, Piatt, Shelby, and Vermilion

Fairview Heights

Counties: Bond, Calhoun, Clinton, Effingham, Fayette, Jersey, Madison, Marion, Monroe, Randolph, St. Clair, and Washington b7E

Marion

Counties: Alexander, Clay, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Lawrence, Massac, Perry, Pope, Pulaski, Richland, Saline, Union, Wabash, Wayne, White, and Williamson

Peoria

Counties: Fulton, Hancock, Livingston, Marshall, McDonough, McLean, Peoria, Putnam, Tazewell, and Woodford

Quad Cities (shared with the Omaha Division)

Counties: Bureau, Henderson, Henry, Knox, Mercer, Rock Island, Stark, and Warren

Indiana

Indianapolis (District HQ)
8825 Nelson B Klein Parkway
Indianapolis, IN 46250
(317) 595-4000

Bloomington

b7E

Counties: Bartholomew, Brown, Daviess, Greene, Jackson, Lawrence, Martin, Monroe*, and Owen

Evansville

Counties: Adam, Gibson, Knox, Perry, Pike Posey, Spencer, Vanderburgh*, and Warrick

Fort Wayne

Counties: Adams, Allen*, Blackford, Dekalb, Grant, Huntington, Jay, LaGrange, Noble, Steuben, Wabash, Wells, and Whitley

Lafayette

Counties: Benton, Carroll, Cass, Miami, Tippecanoe*, Warren, and White

Merrillville

Counties: Jasper, Lake*, LaPorte, Newton, Porter, Pulaski, and Starke

Muncie

Counties: Dearborn, Decatur, Delaware *, Fayette, Franklin, Henry, Madison, Ohio, Randolph, Ripley, Rush, Union, and Wayne b7E

New Albany

Counties: Clark, Crawford, Floyd*, Harrison, Jefferson, Jennings, Orange, Scott, Switzerland, and Washington

South Bend

Counties: Elkhart, Fulton, Kosciusko, Marshall, and Saint Joseph*

Terre Haute

Counties: Clay, Fountain, Montgomery, Parke, Putnam, Sullivan, Vermillion, and Vigo*

Iowa

(Under the Omaha, Nebraska Field Office)

Cedar Rapids

[redacted]

Counties: Benton, Cedar, Delaware, Des Moines, Dubuque, Henry, Iowa, Jackson, Jefferson, Johnson, Jones, Keokuk, Lee, Linn, Louisa, Tama, Van Buren, and Washington

b7E

Des Moines

[redacted]

Counties: Adair, Adams, Appanoose, Audubon, Boone, Carroll, Cass, Clarke, Dallas, Davis, Decatur, Greene, Guthrie, Hamilton, Hancock, Humboldt, Jasper, Kossuth, Lucas, Madison, Mahaska, Marion, Marshall, Monroe, Polk, Poweshiek, Ringgold, Story, Taylor, Union, Wapello, Warren, Wayne, Webster, Winnebago, and Wright

Quad Cities (shared jointly with the Springfield Field Office)

[redacted]

Counties: Clinton, Muscatine, and Scott

Sioux City

[redacted]

Phone: (712) 258-1920

Counties:

- Nebraska: Antelope, Boyd, Cedar, Cuming, Dakota, Dixon, Holt, Knox, Pierce, Thurston, and Wayne

- Iowa: Buena Vista, Calhoun, Cherokee, Clay, Crawford, Dickinson, Emmet, Ida, Lyon, Monona, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Sac, Sioux, and Woodbury

Waterloo

b7E

Counties: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Fayette, Floyd, Franklin, Grundy, Hardin, Howard, Mitchell, Winneshiek, and Worth

Kansas

(Under the Kansas City, MO Field Office)

Garden City

b7E

Counties: Cheyenne, Clark, Decatur, Finney, Ford, Gove, Graham, Grant, Gray, Greeley, Hamilton, Haskell, Hodgeman, Kearny, Lane, Logan, Meade, Morton, Ness, Norton, Rawlins, Scott, Seward, Sheridan, Sherman, Stanton, Stevens, Thomas, Trego, Wallace, and Wichita

Manhattan

Counties: Clay, Cloud, Dickinson, Geary, Morris, Ottawa, Republic, Riley, Saline, and Washington

Topeka

b7E

Counties: Anderson, Atchison, Brown, Coffey, Doniphan, Douglas, Ellis, Ellsworth, Franklin, Jackson, Jefferson, Jewell, Lincoln, Lyon, Marshall, Mitchell, Nemaha, Osage, Osborne, Phillips, Pottawatamie, Rooks, Russell, Shawnee, Smith, and Wabaunsee

Wichita

Counties: Allen, Barber, Barton, Butler, Chase, Chautauqua, Comanche, Cowley, Edwards, Elk, Greenwood, Harper, Harvery, Kingman, Kiowa, McPherson, Marion, Montgomery, Neosho, Pawnee, Pratt, Reno, Rice, Rush, Sedgwick, Sumner, Stafford, Wilson, and Woodson.

Kentucky

Louisville (District HQ)
12401 Sycamore Station Place
Louisville, KY 40299-6198
(502) 263-6000

Bowling Green

b7E

Counties: Adair, Allen, Barren, Butler, Clinton, Cumberland, Edmonson, Green, Hart, Logan, Metcalfe, Monroe, Russell, Simpson, and Warren

Covington

Counties: Boone, Bracken, Campbell, Carroll, Fleming, Gallatin, Grant, Henry, Kenton, Lewis, Mason, Owen, Pendleton, Robertson, and Trimble

Hopkinsville

Counties: Ballard, Caldwell, Calloway, Carlisle, Christian, Fulton, Graves, Hickman, Lyon, Marshall, McCracken, Todd, and Trigg

Lexington

b7E

Counties: Anderson, Bath, Bourbon, Boyle, Clark, Elliott, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lee, Lincoln, Madison, Menifee, Mercer, Montgomery, Morgan, Nicholas, Owsley, Powell, Rowan, Scott, Wolfe, and Woodford

London

Counties: Bell, Breathitt, Casey, Clay, Harlan, Jackson, Knox, Laurel, Leslie, McCreary, Pulaski, Rockcastle, Taylor, Wayne, and Whitley

Owensboro

b7E

Counties: Breckinridge, Crittenden, Daviess, Grayson, Hancock, Henderson, Hopkins, Livingston, McLean, Meade, Muhlenberg, Ohio, Union, and Webster

Pikeville

Counties: Boyd, Carter, Floyd, Greenup, Johnson, Knott, Lawrence, Letcher, Magoffin, Martin, Perry, and Pike

Louisiana

New Orleans (District HQ)
2901 Leon C. Simon Drive
New Orleans, LA 70126
(504) 816-3000

Alexandria

b7E

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Natchitoches, Rapides, Vernon, and Winn

Baton Rouge

Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, West Baton Rouge, and West Feliciana

Lafayette

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Mary, St. Martin, and Vermilion b7E

Lake Charles

Parishes: Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis

Monroe

Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll

Shreveport

Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Red River, Sabine, and Webster

Maine

(Under the Boston, MA Field Office)

Augusta

[redacted] b7E

Counties: Androscoggin (northern portion), Franklin, Kennebec, Knox, Lincoln, Sagadahoc, Somerset, and Waldo

Bangor

[redacted]

Counties: Aroostock, Hancock, Penobscot, Pitcataquis, and Washington

Portland

[redacted]

Counties: Androscoggin (southern portion), Cumberland, Oxford, and York

Maryland

Baltimore (District HQ)
2600 Lord Baltimore Drive
Baltimore, MD 21244
(410) 265-8080
*Walk-in 8:15am to 5pm

Annapolis

[redacted] b7E

Counties: Anne Arundel, Calvert, Charles, Kent, Queen Anne's, and St. Mary's

Bel Air

b7E

County: Harford

Frederick

Counties: Allegany, Carroll, Frederick, Garrett, and Washington

Maryland Metropolitan Office at Calverton

County: Prince George's

Rockville

County: Montgomery

Salisbury

Counties: Caroline, Dorchester, Somerset, Talbot, Worcester, and Wicomico

Massachusetts

Boston (District HQ)
One Center Plaza
Suite 600
Boston, MA 02108
(617) 742-5533

Lakeville

b7E

Counties: Barnstable, Bristol, Dukes, Nantucket, Norfolk, and Plymouth

Lowell

Counties: Essex and Middlesex (northern portion)

Springfield

Counties: Berkshire, Franklin, Hampden, and Hampshire

Worcester

Counties: Middlesex (northwest and eastern portions) and Worcester Maine

Michigan

Detroit (District HQ)
26th Floor, P.V. McNamara FOB
477 Michigan Ave
Detroit, MI 48226
(313) 965-2323

Ann Arbor

Counties: Jackson, Lenawee, Livingston, Monroe, and Washtenaw

Bay City

b7E

Counties: Alcona, Alpena, Arenac, Bay, Cheboygan, Clare, Crawford, Gladwin, Gratiot, Huron, Iosco, Isabella, Midland, Montmorency, Presque Isle, Ogemaw, Oscoda, Otsego, Roscommon, Saginaw, and Tuscola

Flint

Counties: Genesee, Lapeer, and Shiawassee

Grand Rapids

Counties: Allegan, Barry, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, Ottawa, and Wayne

Kalamazoo

b7E

Counties: Branch, Calhoun, Hillsdale, Kalamazoo, and St. Joseph

Lansing

Counties: Clinton, Eaton, and Ingham

Macomb

Counties: Macomb, Sanilac, and St. Clair

Marquette

Counties: All of the Upper Peninsula

Oakland

b7E

County: Oakland

St. Joseph

Counties: Berrien, Cass, and Van Buren

Traverse City

Counties: Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, and Wexford

Minnesota

Minneapolis (District HQ)
1501 Freeway Blvd
Brooklyn Center, MN 55430
(763) 569-8000

Bemidji

b7E

Counties: Becker, Beltrami, Cass, Clearwater, Hubbard, Kittson, Koochiching, Lake of the Wood, Mahnomen, Marshall, Norman, Pennington, Polk, Red Lake, Roseau, and Wadena

Duluth

b7E

Counties: Aitkin, Carlton, Cook, Itasca, Kanabec, Lake, Pine, and St. Louis

Mankato

Counties: Blue Earth, Brown, Cottonwood, Faribault, Jackson, Lac qui Parle, Le Sueur, Lincoln, Lyon, Martin, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rice, Rock, Sibley, Waseca, Watonwan, and Yellow Medicine

Minneapolis Headquarters

Mailing Address and Location
FBI
1501 Freeway Boulevard
Brooklyn Center, MN 55430
Phone: (763) 569-8000
Fax: (763) 569-8567

Counties: Anoka, Carver, Chisago, Hennepin, Isanti, McLeod, Scott, and Wright

Rochester

b7E

Counties: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Steele, Wabasha, and Winona

Saint Cloud

Counties: Benton, Big Stone, Chippewa, Crow Wing, Douglas, Grant, Kandiyohi, Meeker, Mille Lacs, Morrison, Otter Tail, Pope, Sherburne, Stearns, Stevens, Swift, Todd, Traverse, and Wilkin

Saint Paul

b7E

Counties: Dakota, Ramsey, and Washington

Mississippi

Jackson (District HQ)
1220 Echelon Parkway
Jackson, MS 39213
(601) 948-5000

Columbus

b7E

Counties: Attala, Choctaw, Clay, Lowndes, Oktibbeha, Webster, and Winston

Gulfport

Counties: Hancock, Harrison, Pearl River, and Stone

Hattiesburg

Counties: Adams, Amite, Covington, Forrest, Franklin, Jefferson Davis, Jones, Lamar, Lawrence, Lincoln, Marion, Perry, Pike, Walthall, Wayne, and Wilkinson

Meridian

b7E

Counties: Clarke, Jasper, Kemper, Lauderdale, Neshoba, Newton, and Noxubee

Oxford

Counties: Alcorn, Bolivar, Calhoun, Carroll, Chickasaw, Coahoma, Grenada, Humphreys, Itawamba, Lafayette, Lee, Leflore, Monroe, Montgomery, Panola, Pontotoc, Prentiss, Quitman, Sunflower, Tallahatchie, Tishomingo, Union, Washington, and Yalobusha

Pascagoula

Counties: George, Greene, and Jackson

Southaven

b7E

Counties: Benton, Desoto, Marshall, Tate, and Tippah

Missouri

Kansas City (District HQ)
1300 Summit
Kansas City, MO 64105-1362
(816) 512-8200

Jefferson City

Counties: Boone, Callaway, Camden, Carroll, Cole, Cooper, Howard, Livingston, Miller, Moniteau, Morgan, Osage, Pettis, and Saline

Joplin

b7E

Counties: Barry, Barton, Bourbon, Cherokee, Crawford, Dade, Jasper, Labette, Lawrence, McDonald, Newton, and Vernon

St. Joseph

Counties: Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Mercer, Nodaway, Putnam, Sullivan, and Worth

Springfield

b7E

Counties: Benton, Cedar, Christian, Dallas, Douglas, Greene, Henry, Hickory, Howell, Laclede, Oregon, Ozark, Polk, Pulaski, St. Clair, Stone, Taney, Texas, Webster, and Wright

St. Louis (District HQ)
2222 Market Street
St. Louis, MO 63103-2516
(314) 231-4324

Cape Girardeau

The Cape Girardeau Resident Agency covers Cape Girardeau, Bollinger, Butler, Carter, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscott, Perry, Reynolds, Ripley, Scott, Shannon, St. Francois, Ste. Genevieve, Stoddard, and Wayne Counties.

b7E

Kirksville

The Kirksville Resident Agency covers Adair, Audrain, Chariton, Clark, Knox, Lewis, Linn, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Schuyler, Scotland, and Shelby Counties.

Rolla

b7E

The Rolla Resident Agency covers Crawford, Dent, Franklin, Gasconade, Maries, Phelps, and Washington Counties.

Montana

(Under the Salt Lake City, Utah Field Office)

Billings

Counties: Big Horn, Carbon, Carter, Custer, Dawson, Fallon, Fergus, Golden Valley, Judith Basin, Musselshell, Park, Petroleum, Powder River, Prairie, Rosebud, Stillwater, Sweet Grass, Treasure, Wheatland, Wibaux, and Yellowstone

Bozeman

b7E

Counties: Beaverhead, Gallatin, Madison, and Park

Glasgow

Counties: Daniels, Garfield, McCone, Richland, Roosevelt, Sheridan, and Valley

Havre

Counties: Blaine, Hill, Liberty, and Phillips

Helena

Counties: Beaverhead, Broadwater, Gallatin, Jefferson, Lewis & Clark, Madison, Meagher, Powell, and Silver Bow

b7E

Kalispell

Counties: Flathead and Lincoln

Missoula

Counties: Deer Lodge, Granite, Lake, Mineral, Missoula, Ravalli, and Sanders

Shelby

Counties: Glacier, Pondera, and Toole

Nebraska

Omaha (District HQ)
4411 South 121st Court
Omaha, NE 68137-2112
(402) 493-8688

Grand Island

[redacted]

Counties: Adams, Blaine, Boone, Buffalo, Clay, Custer, Franklin, Furnas, Garfield, Gosper, Greeley, Hall, Hamilton, Harlan, Howard, Kearney, Loup, Merrick, Nance, Phelps, Sherman, Valley, Webster, and Wheeler

Lincoln

[redacted]

b7E

Counties: Butler, Fillmore, Gage, Jefferson, Johnson, Lancaster, Nemaha, Nuckolls, Otoe, Pawnee, Polk, Richardson, Saline, Saunders, Seward, Thayer, and York

North Platte

[redacted]

Counties: Arthur, Banner, Box Butte, Brown, Chase, Cherry, Cheyenne, Dawes, Dawson, Deuel, Dundy, Frontier, Garden, Grant, Hayes, Hitchcock, Hooker, Keith, Keya Paha,

Kimball, Lincoln, Logan, McPherson, Morrill, Perkins, Red Willow, Rock, Scotts Bluff, Sheridan, Sioux, and Thomas

Nevada

Las Vegas (District HQ)
John Lawrence Bailey Building
1787 West Lake Mead Blvd
Las Vegas, NV 89106-2135
(702) 385-1281
*Walk-in hours 9am to 11am & 2pm to 4pm

Elko

[redacted]

b7E

Counties: Elko, Eureka, Humboldt, Lander, and White Pine

Reno

[redacted]

Counties: Carson City, Churchill, northern portion of Lyon, Pershing, Storey, and Washoe

South Lake Tahoe

[redacted]

[redacted] b7E

Counties: Douglas, southern portion of Lyon, Mineral, and the Nevada side of the Lake Tahoe Basin

New Hampshire

(Under the Boston, MA Field Office)

Bedford

[redacted] b7E

Counties: Belknap, Cheshire, Grafton, Hillsborough, Merrimack, and Sullivan

Portsmouth

[redacted]

Counties: Carroll, Coos, Rockingham, and Strafford

New Jersey

Newark (District HQ)
11 Centre Place
Newark, NJ 07102-9889
(973) 792-3000

Atlantic City

[redacted]

Counties: Atlantic, Cape May, and Cumberland

Franklin Township

[redacted]

Counties: Hunterdon, Middlesex, Somerset, and Warren

Garret Mountain b7E

[redacted]

Counties: Bergen, Morris, Passaic, and Sussex

Red Bank

[redacted]

Counties: Monmouth and Ocean

Trenton

[redacted]

Counties: Burlington and Mercer

New Mexico

Albuquerque (District HQ)
4200 Luecking Park Ave. NE
Albuquerque, NM 87107
(505) 889-1300
*Walk-in hours 8:15am to 5pm

Farmington Resident Agency

Gallup Resident Agency

b7E

Las Cruces Resident Agency

Roswell Resident Agency

Santa Fe Resident Agency

New York

Albany (District HQ)
200 McCarty Avenue
Albany, NY 12209
(518) 465-7551
*Walk-in hours 8:15am to 5pm

Binghamton

b7E

Counties: Broome, Chenango, and Delaware (1/2)

Ithaca

Counties: Cortland, Tioga, and Tompkins

Plattsburgh

b7E

Counties: Clinton, Essex, and Franklin

Syracuse

Counties: Cayuga, Jefferson, Onondaga, Oswego, and St. Lawrence

Utica

Counties: Herkimer, Lewis, Madison, Oneida, and Otsego

Buffalo (District HQ)
One FBI Plaza
Buffalo, NY 14202-2698
(716) 856-7800
*Walk-in hours 8:15am to 5pm

Corning

Counties: Chemung, Schuyler, Seneca, Steuben, and Yates

b7E

Jamestown

Counties: Allegany, Cattaraugus, and Chautaqua

Rochester

Counties: Livingston, Monroe, Ontario, and Wayne

New York City (District HQ)
26 Federal Plaza
23rd floor
New York, NY 10278-0004
(212) 384-1000
*Walk-in hours 8:15am to 5pm

Brooklyn-Queens Resident Agency

Our Brooklyn-Queens office is responsible for conducting criminal investigations in the Brooklyn-Queens area.

Hudson Valley Resident Agency

Our Hudson Valley Resident Agency is responsible for conducting investigations within the New York state counties of Rockland, Orange, Sullivan, and Dutchess.

John F. Kennedy Resident Agency

b7E

Our John F. Kennedy Resident Agency is responsible for conducting investigations of all violent crime matters at La Guardia Airport and John F. Kennedy International Airport.

Long Island Resident Agency

Our Long Island Resident Agency is responsible for conducting investigations within Nassau and Suffolk counties.

White Plains Resident Agency

Our New Rochelle Resident Agency is responsible for conducting investigations within the New York state counties of Westchester and Putnam.

North Carolina

Charlotte (District HQ)
7915 Microsoft Way
Charlotte, NC 28273
(704) 672-6100
*Walk-in hours 8:15am to 5pm

Asheville

Counties: Buncombe, Cherokee, Cherokee Indian Reservation, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey

Fayetteville

b7E

Counties: Cumberland, Ft. Bragg, Hoke, Moore, Pope AFB, Richmond, Robeson, Sampson, and Scotland

Greensboro

Counties: Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Rowan, Stokes, Surry, and Yadkin

Greenville

Counties: Bertie, Beaufort, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Greene, Hertford, Hyde, Lenoir, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, and Wayne

Hickory

b7E

Counties: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Iredell, Lincoln, Watauga, and Wilkes

Raleigh

Counties: Chatham, Durham, Franklin, Granville, Halifax, Harnett, Johnston, Lee, Nash, Orange, Person, Vance, Wake, Warren, and Wilson

Wilmington

Counties: Bladen, Brunswick, Camp LeJeune, Carteret, Craven, Columbus, Duplin, Jones, New Hanover, Onslow, and Pender

North Dakota

(Under the Minneapolis, MN Field Office)

Bismarck

b7E

Counties: Adams, Billings, Bowman, Burleigh, Dunn, Emmons, Golden Valley, Grant, Hettinger, Kidder, Mercer, Morton, Oliver, Sioux, Slope, and Stark

Fargo

b7E

Counties: Barnes, Cass, Clay (Minnesota), Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Ransom, Richland, Sargent, Steele, Stutsman, and Traill

Grand Forks

Counties: Benson, Cavalier, Eddy, Grand Forks, Nelson, Pembina, Ramsey, Towner, and Walsh

Minot

b7E

Counties: Bottineau, Burke, Divide, McHenry, McKenzie, McLean, Mountrail, Pierce, Renville, Rolette, Sheridan, Ward, Wells, and Williams

Ohio

Cincinnati (District HQ)
2012 Ronald Reagan Drive
Cincinnati, OH 45236
(513) 421-4310
*Walk-in hours 8:15am to 5pm

Athens

Counties: Athens, Hocking, Perry, Meigs, Morgan, and Vinton

b7E

Cambridge

Counties: Belmont, Coshocton, Guernsey, Harrison, Jefferson, Monroe, Muskingum, Noble, and Washington

Columbus

Counties: Delaware, Fairfield, Fayette, Franklin, Knox, Licking, Madison, Morrow, Pickaway, and Union

Dayton

b7E

Counties: Champaign, Clark, Darke, Greene, Preble, Logan, Miami, Montgomery, and Shelby

Portsmouth

Counties: Adams, Gallia, Highland, Jackson, Lawrence, Pike, Ross, and Scioto

Cleveland (District HQ)
Federal Office Building
1501 Lakeside Ave.
Cleveland, OH 44114
(216) 522-1400
*Walk-in hours 8:15am to 5pm

Akron

b7E

Counties: Medina, Portage, and Summit

Canton

Counties: Carroll, Stark, and Tuscarawas

Elyria

Counties: Lorain

Lima

Counties: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert

b7E

Mansfield

Counties: Ashland, Crawford, Holmes, Marion, Richland, Wayne, and Wyandot

Painesville

Counties: Ashtabula, Geauga, and Lake

Sandusky

[redacted] b7E

Counties: Erie, Huron, Ottawa, Sandusky, and Seneca

Toledo

[redacted]

Counties: Defiance, Fulton, Henry, Lucas, Paulding, Williams, and Wood

Youngstown

[redacted]

Counties: Columbiana, Mahoning, and Trumbull

Oklahoma

Oklahoma City (District HQ)
3301 West Memorial Drive
Oklahoma City, OK 73134
(405) 290-7770
*Walk-in hours 8:15am to 5pm

Ardmore

[redacted] b7E

Counties: Carter, Love, Johnston, Marshall, Murray, and Pontotoc

Durant

[redacted]

Counties: Atoka, Bryan, Choctaw, Coal, McCurtain, and Pushmataha

Elk City

Counties: Beckham, Custer, Greer, Harmon, Jackson, Roger Mills, and Washita

Lawton b7E

Counties: Caddo, Comanche, Cotton, Jefferson, Kiowa, Stephens, and Tillman

McAlester

Counties: Hughes, Latimer, LeFlore, Pittsburg, and Seminole

Muskogee

Counties: Adair, Cherokee, Haskell, McIntosh, Muskogee, Okfuskee, Okmulgee, Sequoyah, and Wagoner

Norman

Counties: Cleveland, Garvin, Grady, McClain, and Potawatomie

Stillwater

b7E

Counties: Kay, Noble, and Payne

Tulsa

Counties: Creek, Osage, Pawnee, and Tulsa

Woodward

Counties: Beaver, Cimarron, Dewey, Ellis, Harper, Texas, Woods, and Woodward

Oregon

Portland(District HQ)
9109 NE Cascades Parkway
Portland, OR 97220
(503) 224-4181
*Walk-in hours 8:15am to 5pm

Bend

Counties: Crook, Deschutes, Grant, Harney, Jefferson, Wheeler, Klamath, and Lake and the southern section of Wasco County. The resident agency includes two Indian Reservations: Warm Springs and Burns-Paiute.

Eugene

b7E

Counties: Benton, Coos, Douglas, and Lane

Medford

Counties: Curry, Jackson, and Josephine

Pendleton

Counties: Baker, Gilliam, Malheur, Morrow, Sherman, Umatilla, Union, and Wallowa. The resident agency includes two Indian reservations: Umatilla and Ft. McDermott.

Salem

Counties: Lincoln, Linn, Marion, Polk, Tillamook, and Yamhill

Pennsylvania

Philadelphia(District HQ)
8th Floor
William J. Green Jr. FOB
600 Arch Street
Philadelphia, PA 19106
(215) 418-4000
*Walk-in hours 8:15am to 5pm

Allentown

The Allentown Resident Agency covers Berks, Lehigh, Northampton, and Schuylkill Counties.

b7E

Fort Washington

The Fort Washington Resident Agency covers Bucks and Montgomery Counties.

Harrisburg

The Harrisburg Resident Agency covers Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry, and York Counties.

Newtown Square

The Newtown Square Resident Agency covers Chester and Delaware Counties.

State College

The State College Resident Agency covers Centre, Fulton, Huntingdon, Juniata, and Mifflin Counties.

b7E

Scranton

The Scranton Resident Agency covers Carbon, Lackawanna, Luzerne, Monroe, Pike, Susquehanna, Wayne, and Wyoming Counties.

Williamsport

The Williamsport Resident Agency covers Bradford, Cameron, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga, and Union Counties.

Pittsburgh(District HQ)
3311 East Carson St.
Pittsburgh, PA 15203
(412) 432-4000
*Walk-in hours 8:15am to 5pm

Erie, Pennsylvania

Counties: Crawford, Elk, Erie, Forest, Venango, and Warren b7E

Laurel Highlands, Pennsylvania

Counties: Bedford, Blair, Cambria, Clearfield, Indiana, Jefferson, and Somerset

Mon Valley, Pennsylvania

Counties: Fayette, Greene, Washington, and Westmoreland

North Pittsburgh, Pennsylvania

Counties: Armstrong, Beaver, Butler, Clarion, Lawrence, McKean, and Mercer

Puerto Rico

San Juan(District HQ)
Room 526, U.S. Federal Building
150 Carlos Chardon Avenue
Hato Rey, PR 00918-1716
(787) 754-6000
*Walk-in hours 8:15am to 5pm

West RA (formally named Aguadilla)

Municipalities: Aguada, Aguadilla, Añasco, Cabo Rojo, Camuy, Hatillo, Hormigueros, Isabela, Lajas, Lares, Las Marias, Maricao, Mayaguez, Moca, Quebradillas, Rincon, Sabana Grande, San German, and San Sebatian

b7E

East RA (formally named Fajardo)

Municipalities: Arroyo, Ceiba, Culebra, Fajardo, Humacao, Juncos, Las Piedras, Luquillo, Maunabo, Naguabo, Patillas, Rio Grande, San Lorenzo, Vieques, and Yabucoa

South RA (formally named Ponce)

Municipalities: Adjuntas, Aibonito, Barranquitas, Coamo, Guanica, Guayama, Guayanilla, Jayuya, Juana Diaz, Orocovis, Peñuelas, Ponce, Salinas, Santa Isabel, Villalba, and Yauco

St. Thomas

Territory: St. John, St. Thomas, and Water Island

St. Croix

[redacted] b7E

Territory: St. Croix

Rhode Island

(Under the Boston, MA Field Office)

Providence

[redacted] b7E

Counties: All counties in Rhode Island

South Carolina

Columbia (District HQ)
151 West Park Blvd
Columbia, SC 29210-3857
(803) 551-4200
*Walk-in hours 8:15am to 5pm

Aiken

[redacted] b7E

Counties: Aiken, Allendale, Bamberg, Barnwell, Edgefield, and McCormick

Charleston

[redacted]

Counties: Berkeley, Charleston, Colleton, and Dorchester

Florence

Counties: Chesterfield, Darlington, Dillon, Florence, Marion, Marlboro, and Williamsburg

b7E

Greenville

Counties: Abbeville, Anderson, Greenville, Greenwood, Laurens, Oconee, and Pickens

Hilton Head

Counties: Beaufort, Hampton, and Jasper

Myrtle Beach

Counties: Georgetown and Horry

Rock Hill

b7E

Counties: Chester, Lancaster, and York

Spartanburg

Counties: Cherokee, Spartanburg, and Union

South Dakota

(Under the Minneapolis, MN Field Office)

Aberdeen

b7E

Counties: Beadle, Brown, Campbell, Clark, Codington, Corson, Day, Deuel, Edmunds, Faulk, Grant, Hamlin, Marshall, McPherson, Potter, Roberts, Spink, and Walworth

Pierre

Counties: Brule, Buffalo, Dewey, Gregory, Haakon, Hand, Hughes, Hyde, Jerauld, Jones, Lyman, Mellette, Stanley, Sully, Todd, Tripp, and Ziebach

Rapid City

b7E

Counties: Bennett, Butte, Custer, Fall River, Harding, Jackson, Lawrence, Meade, Pennington, Perkins, and Shannon

Sioux Falls

Counties: Aurora, Bon Homme, Brookings, Charles Mix, Clay, Davison, Douglas, Hanson, Hutchinson, Kingsbury, Lake, Lincoln, McCook, Miner, Minnehaha, Moody, Sanborn, Turner, Union, and Yankton

Tennessee

Knoxville (District HQ)
1501 Dowell Springs Blvd

Knoxville, TN 37909
(865) 544-0751
*Walk-in hours 8:15am to 5pm

Chattanooga

Counties: Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, Sequatchie, and Van Buren

b7E

Johnson City

Counties: Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, and Washington

Tullahoma

Counties: Bedford, Coffee, Franklin, Lincoln, Moore, and Warren

Memphis (District HQ)
Suite 3000, Eagle Crest Building
225 North Humphreys Blvd
Memphis, TN 38120-2107
(901) 747-4300

Clarksville

Counties: Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, and Stewart

Columbia

b7E

Counties: Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Rutherford, and Wayne

Cookeville

Counties: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Trousdale, White, and Wilson

Jackson

Counties: Benton, Carroll, Chester, Crockett, Decatur, Dyer, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Perry, and Weakley

Nashville

b7E

Counties: Davidson, Sumner, and Williamson

Texas

Dallas (District HQ)
J. Gordon Shanklin Bldg.
One Justice Way
Dallas, TX 75220
(972) 559-5000

Abilene

b7E

Counties: Brown, Callahan, Eastland, Fisher, Haskell, Howard, Jones, Mills, Mitchell, Nolan, Shackelford, Stephens, Stonewall, Taylor, and Throckmorton

Amarillo

Counties: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, and Wheeler

D/FW Airport

Counties: D/FW Airport

Fort Worth

Counties: Comanche, Erath Hood, Johnson, Palo Pinto, Parker, Tarrant, and Wise

Frisco

b7E

Counties: Collin, Denton, Hunt, and Rockwall

Lubbock

Counties: Bailey, Brown, Cochran, Crosby, Dawson, Dickens, Floyd, Gaines, Garza, Hale, Hockley, Kent, Lamb, Lubbock, Lynn, Motley, Scurry, Terry, and Yoakum

Lufkin

Counties: Angelina, Houston, Nacogdoches, Polk, Sabine, San Augustine, Shelby, Trinity, and Tyler

San Angelo

Counties: Brown, Coke, Coleman, Concho, Crockett, Glasscock, Irion, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton, and Tom Green

Sherman

b7E

Counties: Cooke, Delta, Fannin, Grayson, and Lamar

Texarkana

Counties: Bowie, Camp, Cass, Franklin, Hopkins, Morris, Red River, and Titus

Tyler

Counties: Anderson, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood

Wichita Falls

b7E

Counties: Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, King, Knox, Montague, Wichita, Wilbarger, and Young

El Paso(District HQ)
660 S. Mesa Hills Drive
El Paso, TX 79912-5533
(915) 832-5000

Midland Resident Agency

b7E

Counties: Andrews, Brewster, Crane, Ector, Jeff Davis, Loving, Martin, Midland, Pecos, Presidio, Reeves, Upton, Ward, and Winkler

Houston (District HQ)
1 Justice Park Drive
Houston, TX 77092
(713) 693-5000

Beaumont

b7E

Counties: Hardin, Jasper, Jefferson, Liberty, Newton, and Orange

Bryan

County: Austin, Brazos, Colorado, Fayette, Grimes, Madison, San Jacinto, Walker, and Waller

Corpus Christi

b7E

Counties: Aransas, Bee, Brooks, Calhoun, DeWitt, Duval, Goliad, Jackson, Jim Wells, Kenedy, Kleburg, Lavaca, Live Oak, Nueces, Refugio, San Patricio, and Victoria

Texas City

Counties: Brazoria, Chambers, Fort Bend, Galveston, Matagorda, and Wharton

San Antonio (District HQ)
5740 University Heights Blvd
San Antonio, TX 78249
(210) 225-6741

Austin

b7E

Counties: Bastrop, Blanco, Burleson, Burnett, Caldwell, Hays, Lampasas, Lee, Llano, McCullough, San Saba, Travis, Washington, and Williamson

Brownsville

Counties: Cameron and Willacy

Del Rio

Counties: Dimmitt, Edwards, Kinney, Maverick, Terrell, Val Verde, and Zavala

Laredo

b7E

Counties: Jim Hogg, LaSalle, McMullen, Webb, and Zapata

McAllen

Counties: Hidalgo and Starr

Waco

Counties: Bell, Bosque, Coryell, Falls, Freestone, Hamilton, Hill, Leon, Limestone, McLennan, Milam, and Robertson

Utah

Salt Lake City (District HQ)
5425 West Amelia Earhart Drive
Salt Lake City, UT 84116
(801) 579-1400

Monticello

Counties: Emery, Grand, San Juan, and Wayne

Provo

b7E

Counties: Carbon, Juab, Millard, San Pete, and Utah

St. George

Counties: Beaver, Garfield, Iron, Kane, Piute, Sevier, and Washington

Vernal

Counties: Daggett, Duchesne, Summit (Eastern), and Uintah

Vermont

(Under the Albany, NY Field Office)

Burlington

Counties: Addison, Caledonia, Chittenden, Essex, Franklin, Grand Isle, Lamoille, Orleans, and Washington

b7E

Rutland

Counties: Bennington, Orange, Rutland, Windham, and Windsor

Virginia

Norfolk (District HQ)
509 Resource Row
Chesapeake, VA 23320
(757) 455-0100

Peninsula

b7E

b7E

Counties: Gloucester, Hampton, Isle of Wight, James City County, Mathews, Newport News, Mathews, Poquoson, Southampton, Williamsburg, York County

Richmond (District HQ)
1970 E. Parham Road
Richmond, VA 23228
(804) 261-1044

Bristol

Counties: Buchanan, Dickenson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, and Wise

Charlottesville

b7E

Counties: Albemarle, Augusta, Culpeper, Fluvanna, Greene, Highland, Louisa, Madison, Nelson, Orange, and Rockingham

Fredericksburg

Counties: Caroline, Essex, King George, King & Queen, Lancaster, Middlesex, Northumberland, Richmond, Spotsylvania, Stafford, and Westmoreland

Lynchburg

b7E

Counties: Amherst, Appomattox, Bedford, Buckingham, Campbell, Charlotte, Cumberland, Halifax, Henry, and Pittsylvania

Roanoke

Counties: Allegheny, Bath, Bland, Botetort, Carroll, Craig, Floyd, Franklin, Giles, Montgomery, Patrick, Pulaski, Roanoke, Rockbridge, and Wythe

Winchester

Counties: Clarke, Frederick, Page, Rappahannock, Shenandoah, and Warren

Washington

Seattle (District HQ)
1110 3rd Ave
Seattle, WA 98101-2904
(206) 622-0460

Bellingham

b7E

Counties: San Juan, Whatcom

Everett

Counties: Island, Skagit, and Snohomish

Olympia

b7E

Counties: Grays Harbor, Lewis, Mason, Pacific, and Thurston

Poulsbo

Counties: Clallam, Jefferson, and Kitsap

Spokane

Counties: Adams, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, and Whitman

Tacoma

County: Pierce

Tri-Cities

b7E

Counties: Asotin, Benton, Columbia, Franklin, Garfield, and Walla Walla

Vancouver

Counties: Clark, Cowlitz, Skamania, and Wahkiakum

Yakima

Counties: Chelan, Douglas, Kittitas, Klickitat, and Yakima

West Virginia

(Under the Pittsburgh, PA Field Office)

Charleston, West Virginia

b7E

Counties: Boone, Clay, Fayette, Kanawha, Nicholas, and Putnam

Clarksburg, West Virginia

Counties: Barbour, Braxton, Calhoun, Doddridge, Gilmer, Harrison, Lewis, Marion, Monongalia, Pendleton, Pocahontas, Preston, Randolph, Ritchie, Taylor, Tucker, Upshur, and Webster

Huntington, West Virginia

b7E

Counties: Cabell, Lincoln, Logan, Mason, Mingo, and Wayne

Martinsburg, West Virginia

Counties: Berkley, Grant, Hampshire, Hardy, Jefferson, Mineral, and Morgan

Wheeling, West Virginia

Counties: Brooke, Hancock, Marshall, Ohio, Pleasants, Tyler, and Wetzel

Wisconsin

Milwaukee (District HQ)
3600 South Lake Drive
St. Francis, WI 53235-3716

Eau Claire

Counties: Barron, Bayfield, Burnette, Chippewa, Douglas, Dunn, Eau Claire, Pepin (western portion), Pierce, Polk, Rusk, St. Croix, Sawyer, Washburn, Iron, Lincoln, Marathon, Oneida, Portage, Price, Taylor, Vilas, and Wood

Green Bay

b7E

Counties: Brown, Calumet, Door, Forest, Florence, Fond du Lac, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, and Winnebago

La Crosse

Counties: Buffalo, Clarke, Crawford, Jackson, La Crosse, Monroe, Pepin (eastern portion), Richland, Trempealeau, and Vernon

Madison

b7E

Counties: Adams, Columbia, Dane, Grant, Green, Iowa, Jefferson, Juneau, Lafayette, Marquette, Rock, and Sauk

Wausau

Wyoming

(Under the Denver, CO Field Office)

Casper

b7E

Counties: Campbell, Converse, Crook, Johnson, Natrona, Niobrara, Sheridan, and Weston

Cheyenne

Counties: Albany, Carbon, Goshen, Laramie, and Platte

Jackson Hole

b7E

Counties: Lincoln, Park (west portion), Sublette, Sweetwater, Teton, and Uinta

Lander

Counties: Big Horn, Fremont, Hot Springs, Park (east portion), and Washakie

NCIC RECORD ABBREVIATIONS

ADD: Address

AGE: Approximate age

AKA: Also known as (Alias name)

AOL: Arrest offense literal

AOV: Age of victim

ARE: Area (State/Country)

ARI: Arresting agency identifier (ORI number)

ATN: Attention (person who requested the record)

BBL: Gun barrel length

BCO: Boat color

BHN: Boat hull number

BLD: Building

BLE: Boat length

BLT: Blood type

BMA: Boat make

BMO: Boat model name

BNM: Boat name

BPS: Body part status

BRA: Brand name

BRD: Brady indicator

BTY: Boat type

BXR: Body x-rays

BYR: Boat model year

CAL: Gun caliber

CAT: Category

CDA: Manner and cause of death

CDE: Canadian date of entry

CGD: Coast Guard document number

CIS: City and State

CMC: Caution and medical conditions

CON: Conviction date

COU: County

CRC: Circumcision

CRI: ORI of court issuing warrant

CRR: Conviction that resulted in registration

CTI: Court identifier (Court ORI number)

CTY: City name

CTZ: Citizenship

DII: Date Investigation Interest

DBF: Date body found

DCH: Dental characteristics

DCL: Date of clear

DEN: Denomination of security

DFP: Date fingerprinted

DIS: Date incarceration starts

DLC: Date of last contact

DLO: Location of DNA

DLU: Date and time last updated

DNA: DNA Availability

DNO: Detainer number

DOA: Date of arrest

DOB: Date of birth

DOC: Date of cancel

DOD: Date of detention

DOE: Date of emancipation

DOI: Date of image

DOL: Date of Loss

DOP: Date of purge

DOR: Date of recovery

DOT: Date of theft

DOV: Date of violation

DOW: Date of warrant

DPE: Date probation expires

DPR: Date probation or release revoked

DPT: Department or Agency name

DRE: Dentist's remarks

DRS: Identifying dress

DSE: Date sentence ends

DSP: Disposition

DSS: Date supervision starts

DTE: Date & time entered into NCIC

DUP: Duplicate

DXR: Dental X-rays available

EBS: Expanded DOB search

ECR: Entry criteria

EDD: Estimated date of death

EDS: Ending date of supervision

EML: Email address

ENS: Expanded name search

EPD: Engine power or displacement

ERD: Ending registration date

EXL: Extradition limitation

EXP: Expiration

EXT: Extradition

EYB: Estimated year of birth

EYE: Eye color

FBI: Number assigned if arrested & fingerprinted

FPA: Footprints available

FPC: Fingerprints classification

GNG: Gang type

GTI: Identifying graffiti

HAI: Hair

HGT: Height

HIT: Wanted/missing person hit results

HND: Identifying hand signals

HPT: Home port

HSP: Hull shape

HUL: Hull material

ICA: Investigative interest case number

ICN: IAFIS control number

IDE: Date of entry

IDT: Identity theft type

IIA: Investigation interest agency identifier

IID: Internet I.D.

IMN: Image number

IMR/MNAM: Image name

IMT: Image type

INC: IRI literal name

IND: Image indicator

IRI: Incarcerating agency ORI number

ISD: Issue date

ISS: Issuer

JWL: Jewelry (description – color, carat, etc.)

JWT: Jewelry type (ring, necklace, etc.)

LIC: License plate number

LIS: License plate state

LIT: License plate type (auto, truck, apportioned, etc.)

LIY: License plate year of expiration

LOC: Release location

LKA: Linking case number

LKI: Linking agency identifier

LOT: Lot number

LRI: Controlling agency identifier

MAK: Gun make (Colt, Smith & Wesson, etc.)

MAL: Medical examiner/coroner locality

MAN: Medical examiner/coroner agency name and case number

MAT: Medical examiner/coroner telephone number

MIF: Missing person interest

MIS/C: Miscellaneous/caution

MKE: Message key (example: Wanted Person-Caution)

MNP: Missing person

MNP/CA: Child abduction

MNU: Miscellaneous number (Alien registration, passport, military ID, SSN)

MOD: Model

MPA: Dental models and/or photos of teeth available

MPC: Missing person circumstance

NAM: Name

NDB: Name and date of birth

NIA: Notify investigative agency

NIC: NCIC number

NMF: First Name

NOA: Notify originating agency

NPA: Number of persons apprehended

NPF: Number of missing persons found

OA: State/local issued I.D.

OAC: Originating agency city

OAD: ORI agency address

OAN: Owner applied number

OCA: Original agency case number

OFF: Offense

OFS: Offender status

OLN: Operator's license number

OLS: Operator license state

OLY: Year license expires

ON1: ORI title/office

ON2: ORI agency/company name

ON3: Agency abbreviated name

OOC: Original offense classification

ORD: Date ordered on file

ORI: Originating agency identifier

OWN: Owner

PAK: Person with information alias

PAR: Person armed

PCO: Protection order conditions

PDT: Purge date

PEY: Person with information eye color

PHA: Person with information hair color

PHG: Person with information height

PIB: Person with information date of birth

PIN: Person with information

PIR: Person with information race

PIX: Person with information sex

PLC: Place of crime

PLI: Partial lot indicator

PMI: Person with information miscellaneous information

PNO: Protection order number

POB: Place of birth

POC: Agency point of contact

PNO: protection order number

PPB: Protected person's date of birth

PPN: Protected person's name

PPR: Protected person's race

PRO: Propulsion

PSK: Person with information skin tone

PSM: Person with information scars/marks/tattoos

PSN: Protected person's social security number

PSS: Person with information social security number

PSX: Protected person's sex

PUR: Purpose code

PWD: Password

PWG: Person with information weight

PWI: Person with information

RAC: Race

RCA: Recovering agency case number

REG: Registration number

RES: Registration state

REY: Registration year

RFP: Reason fingerprinted

RMI: Ransom money indicator

ROV: Relationship to victim

RPP: Reason for property record removal

RPR: Reason probation or release revoked

RPS: Reason for person record removal

RRI: Recovery agency identifier

RSH: Related search hit

SCI: Sentencing court identifier

SCR: Scar

SDT: Security date

SER: Serial number

SEX: Sex

SGP: Subgroup

SID: State I.D. number

SIG: State identification geographical location

SKN: Skin tone

SMT: Scars, marks, tattoos

SNA: Street name

SNU: Street number

SOC: Social security number

SON: Supervising officer's name

SOS: Sexual offender status

SOT: Supervising officers telephone number

SOV: Sex of victim

SRT: Sort parameters

STA: State name

SUPP: Supplemental

SXP: Sexual predator indicator

TAT: Tattoo

TCN: Transaction control number

TNO: Telephone number

TOT: Type of transaction

TTO: Identifying tattoos

TYP: Type

UNN: United Nations number

USR: User code

VCO: Vehicle color

VIN: Vehicle identification number

VLD: Validation date

VLN: Name of validator

VMA: Vehicle make (Ford, Chevy, etc.)

VMO: Vehicle model (Taurus, Blazer, etc.)

VNP: Value of property recovered

VOR: Value of other recovered property

VRC: Value of recovered contraband

VRX: Corrective vision prescription

VST: Vehicle style (22 door, convertible, etc.)

VYR: Vehicle year

WGT: Weight

WNO: Warrant number

ZIP: Zip code

Violations – Violation Types

- American Citizen Missing Abroad – Violent Crime
- Art Forgery – Federal Forgery
- Art Theft – Major Theft
- Bank Robbery – Violent Crime
- Bid Rigging – White Collar/Fraud
- Bomb Threat – Terrorism
- Border Corruption – Public Corruption
- Business Email Compromise – Cyber Crime
- Campaign Finance – Federal Elections Crimes
- Child Abduction (Non-Parental) – Violent Crime
- Child Sex Tourism – Sex Crimes Against Children
- Civil Rights Violations (FEC) – Federal Elections Crimes
- Color of Law: Excessive Force – Civil Rights Violation
- Computer Intrusion – Cyber Crime
- Controlled Substances – Violent Crime
- Corporate Fraud – White Collar/Fraud
- Counterproliferation – Terrorism
- Crime Aboard an Aircraft – Special Jurisdiction
- Crimes on a Government Reservation – Special Jurisdiction
- Crimes on the High Seas – Special Jurisdiction
- Disaster Recovery Fraud – White Collar/Fraud
- Domestic Terrorism – Terrorism
- Economic Espionage: Trade Secrets – Counterintelligence
- Embezzlement – Organized Crime
- Enticement of a Minor – Sex Crimes Against Children
- Espionage - Counterintelligence
- Federal Forgery – White Collar/Fraud
- Federal Funds Fraud – Financial Crimes
- Federal Kidnapping – Violent Crime
- Felon in Possession of a Firearm – Violent Crime
- Financial Exploitation – Financial Crimes
- Foreign Corruption – Public Corruption
- Fraudulent Misrepresentation – White Collar/Fraud
- Fugitive Sightings – Violent Crime
- Gangs and Criminal Enterprises – Violent Crime
- Hate Crime – Civil Rights Violation
- Healthcare Fraud – White Collar/Fraud
- Housing Discrimination – Civil Rights Violation
- Human Trafficking – Civil Rights Violation
- Illegal Use of Military Uniforms/Insignias – Special Jurisdiction
- Impersonation of Officer/Employee of US Govt – Special Jurisdiction
- Indian Country – Special Jurisdiction
- Interference with Aircraft/Laser Light – Special Jurisdiction
- International Parental Kidnapping – Violent Crime
- International Terrorism – Terrorism
- Interstate Death Threats – Violent Crime
- Investment Fraud – White Collar/Fraud
- Manufacture/Distribution of CP – Sex Crimes Against Children
- Money Laundering – White Collar/Fraud
- Moving Company Hostage Freight – Other
- Murder for Hire – Violent Crime
- Nuisance – Other
- Organized Crime – Organized Crime
- Parental Kidnapping (UFAP) – Violent Crime
- Parental Kidnapping – Violent Crime
- Pipeline Vandalism – Special Jurisdiction
- Possession of Child Pornography – Sex Crimes Against Children
- Prescription Forgery – Federal Forgery
- Prison Corruption – Civil Rights Violation
- Public Corruption – Public Corruption
- Serial Killings – Violent Crime
- Signature Forgery – Federal Forgery
- Sports Bribery – Organized Crime
- Stolen Valor – Special Jurisdiction
- Threat to an Aircraft – Special Jurisdiction
- Threats to Nuclear Facilities – Special Jurisdiction
- Theft of Government Property – Major Theft
- Timeshare Fraud – White Collar/Fraud
- Trafficking of Native American Human Remains or Cultural Items – Special Jurisdiction
- Transportation Crimes – Special Jurisdiction
- Vehicle Theft – Major Theft
- Voter/Ballot Fraud – Federal Elections Crimes
- Weapons of Mass Destruction – Terrorism
- Wire Fraud – Financial Crime

Violation Type - Violation

Civil Rights

- Color of Law: Excessive Force
- Hate Crime
- Housing Discrimination
- Human Trafficking
- Prison Corruption

Counterintelligence

- Economic Espionage: Trade Secrets
- Espionage

Cyber Crime

- Business Email Compromise (BEC)
- Computer Intrusion

Federal Elections Crimes

- Campaign Finance
- Civil Rights Violations (Federal Elections Crimes)
- Voter/Ballot Fraud

Federal Forgery

- Art Forgery
- Prescription Forgery
- Signature Forgery

Financial Crimes

- Federal Funds Fraud
- Financial Exploitation
- Wire Fraud

Major Theft

- Art Theft
- Theft of Government Property
- Vehicle Theft

Organized Crime

- Embezzlement
- Organized Crime
- Sports Bribery

Public Corruption

- Border Corruption
- Disaster Recovery Fraud
- Foreign Corruption
- Public Corruption

Sex Crimes Against Children

- Child Sex Tourism
- Enticement of a Minor
- Manufacture/Distribution of Child Pornography
- Possession of Child Pornography

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- Crimes on the High Seas
- Illegal Use of Military Forms/Insignia
- Impersonation of Officer/Employee of U.S. Gov't
- Indian Country
- Interference with an Aircraft/Laser Light Incident
- Pipeline Vandalism
- Stolen Valor
- Threat to an Aircraft
- Threats to Nuclear Facilities
- Trafficking of Native American Human Remains or Cultural Items
- Transportation Crimes

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- Bomb Threat
- Counterproliferation
- Domestic Terrorism
- International Terrorism
- Weapons of Mass Destruction

Violent Crimes

- American Citizen Missing Abroad
- Bank Robbery
- Child Abduction (Non-Parental)
- Controlled Substances
- Federal Kidnapping
- Felon in Possession of a Firearm
- Fugitive Sightings
- Gangs and Criminal Enterprises
- International Parental Kidnapping
- Interstate Death Threats
- Murder for Hire
- Parental Kidnapping
- Parental Kidnapping (UFAP)
- Serial Killings

White Collar/Fraud

- Bid Rigging
- Corporate Fraud
- Federal Forgery
- Fraudulent Misrepresentation
- Healthcare Fraud
- Investment Fraud
- Money Laundering
- Timeshare Fraud

Other

- Moving Company Hostage Freight
- Nuisance Caller
- Other

b7E

FBI FIELD OFFICES-ALPHABETICAL ORDER

Division	Abr.	PHONE NUMBER	Xfer
Albuquerque, NM	AQ	505-889-1300	
Albany, NY	AL	518-465-7551	
Anchorage, Alaska	AN	907-276-4441	
Atlanta, Georgia	AT	770-216-3000	
Baltimore, Maryland	BA	410-265-8080	
Birmingham, Alabama	BH	205-326-6166	
Boston, Mass.	BS	857-386-2000	
Buffalo, NY	BF	716-856-7800	
Charlotte, NC	CE	704-672-6100	
Chicago, Illinois	CG	312-421-6700	
Cincinnati, Ohio	CI	513-421-4310	
Cleveland, Ohio	CV	216-522-1400	
Columbia, SC	CO	803-551-4200	
Dallas, Texas	DL	972-559-5000	
Denver, Colorado	DN	303-629-7171	
Detroit, Michigan	DE	313-965-2323	
El Paso, Texas	EP	915-832-5000	
Honolulu, Hawaii	HN	808-566-4300	
Houston, Texas	HO	713-693-5000	
Indianapolis, Indiana	IP	317-595-4000	
Jackson, Miss.	JN	601-948-5000	
Jacksonville, FL	JK	904-248-7000	
Kansas City, Missouri	KC	816-512-8200	
Knoxville, Tenn.	KX	865-544-0751	
Las Vegas, Nevada	LV	702-385-1281	
Little Rock, Arkansas	LR	501-221-9100	
Los Angeles, CA	LA	310-477-6565	
Louisville, Kentucky	LS	502-263-6000	

Division	Abr	PHONE NUMBER	Xfer
Memphis, Tennessee	ME	901-747-4300	
Miami, Florida	MM	754-703-2000	
Milwaukee, WI	MW	414-276-4684	
Minneapolis, MN	MP	763-569-8000	
Mobile, Alabama	MO	251-438-3674	
New Haven, CT	NH	203-777-6311	
New Orleans, LA	NO	504-816-3000	
New York, NY	NY	212-384-1000	
Newark, NJ	NK	973-792-3000	
Norfolk, Virginia	NF	757-455-0100	
Oklahoma City, OK	OC	405-290-7770	
Omaha, Nebraska	OM	402-493-8688	
Philadelphia, PA	PH	215-418-4000	
Phoenix, Arizona	PX	623-466-1999	
Pittsburgh, PA	PG	412-432-4000	
Portland, Oregon	PD	503-224-4181	
Richmond, VA	RH	804-261-1044	
Sacramento, CA	SC	916-746-7000	
Salt Lake City, Utah	SU	801-579-1400	
San Antonio, Texas	SA	210-225-6741	
San Diego, CA	SD	858-320-1800	
San Francisco, CA	SF	415-553-7400	
San Juan, Puerto Rico	SJ	787-754-6000	
Seattle, Wash.	SE	206-622-0460	
Springfield, Illinois	SI	217-522-9675	
St Louis, Missouri	SL	314-589-2500	
Tampa, FL	TP	813-253-1000	
Washington, DC	WF	202-278-2000	

Revised: 03/12/2018

FBI FIELD OFFICES-BY PHONE NUMBER

Division	Abr.	PHONE NUMBER	Xfer
Washington, DC	WF	202-278-2000	
New Haven, CT	NH	203-777-6311	
Birmingham, Alabama	BH	205-326-6166	
Seattle, Wash.	SE	206-622-0460	
San Antonio, Texas	SA	210-225-6741	
New York, NY	NY	212-384-1000	
Philadelphia, PA	PH	215-418-4000	
Cleveland, Ohio	CV	216-522-1400	
Springfield, Illinois	SI	217-522-9675	
Mobile, Alabama	MO	251-438-3674	
Denver, Colorado	DN	303-629-7171	
Los Angeles, CA	LA	310-477-6565	
Chicago, Illinois	CG	312-421-6700	
Detroit, Michigan	DE	313-965-2323	
St Louis, Missouri	SL	314-589-2500	
Indianapolis, Indiana	IP	317-595-4000	
Omaha, Nebraska	OM	402-493-8688	
Oklahoma City, OK	OC	405-290-7770	
Baltimore, Maryland	BA	410-265-8080	
Pittsburgh, PA	PG	412-432-4000	
Milwaukee, WI	MW	414-276-4684	
San Francisco, CA	SF	415-553-7400	
Little Rock, Arkansas	LR	501-221-9100	
Louisville, Kentucky	LS	502-263-6000	
Portland, Oregon	PD	503-224-4181	
New Orleans, LA	NO	504-816-3000	
Albuquerque, NM	AQ	505-889-1300	
Cincinnati, Ohio	CI	513-421-4310	

Division	Abr	PHONE NUMBER	Xfer
Albany, NY	AL	518-465-7551	
Jackson, Miss.	JN	601-948-5000	
Phoenix, Arizona	PX	623-466-1999	
Las Vegas, Nevada	LV	702-385-1281	
Charlotte, NC	CE	704-672-6100	
Houston, Texas	HO	713-693-5000	
Buffalo, NY	BF	716-856-7800	
Miami, Florida	MM	754-703-2000	
Norfolk, Virginia	NF	757-455-0100	
Minneapolis, MN	MP	763-569-8000	
Atlanta, Georgia	AT	770-216-3000	
San Juan, Puerto Rico	SJ	787-754-6000	
Salt Lake City, Utah	SU	801-579-1400	
Columbia, SC	CO	803-551-4200	
Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300	
Tampa, FL	TP	813-253-1000	
Kansas City, Missouri	KC	816-512-8200	
Boston, Mass.	BS	857-386-2000	
San Diego, CA	SD	858-320-1800	
Knoxville, Tenn.	KX	865-544-0751	
Memphis, Tennessee	ME	901-747-4300	
Jacksonville, FL	JK	904-248-7000	
Anchorage, Alaska	AN	907-276-4441	
El Paso, Texas	EP	915-832-5000	
Sacramento, CA	SC	916-746-7000	
Dallas, Texas	DL	972-559-5000	
Newark, NJ	NK	973-792-3000	

b7E

Field Office	Walk-ins	Time for Walk-ins
Albany, NY		8:15-5:00pm
Albuquerque, NM		8:15-5:00pm
Anchorage, AK		8:15-4:30pm
Atlanta, GA		8:15-5:00pm
Baltimore, MD		8:30-5:00pm
Birmingham, AL		8:15-5:00pm
Boston, MA		8:00-5:00pm
Buffalo, NY		8:15-4:00pm
Charlotte, NC		8:30-4:30pm
Chicago, IL		8:15-5:00pm
Cincinnati, OH		8:15-4:00pm
Cleveland, OH		8:30-4:30pm
Columbia, SC		8:30-4:30pm
Dallas, TX		8:30-4:30pm
Denver, CO		8:30-4:30pm
Detroit, MI		8:00-5:00pm
El Paso, TX		8:15-4:30pm
Honolulu, HI		9:00-4:00pm
Houston, TX		8:15-5:00pm
Indianapolis, IN		8:15-4:30pm
Jackson, MS		8:15-5:00pm
Jacksonville, FL		8:00-4:30pm
Kansas City, MO		8:15-5:00pm
Knoxville, TN		8:15-5:00pm
Las Vegas, NV		8:30-11:00pm & 1:00pm-5:00pm
Little Rock, AR		8:15-5:00pm
Los Angeles, CA		Appointment Only
Louisville, KY		8:30-4:45pm
Memphis, TN		8:15-4:30pm
Miami, FL		8:15-4:00pm
Milwaukee, WI		8:00-5:00pm
Minneapolis, MN		8:30-4:00pm
Mobile, AL		8:30-4:30pm
New Haven, CT		8:15-4:00pm
New Orleans, LA		8:00-5:00pm
New York, NY		N/A
Newark, NJ		8:00-4:30pm
Norfolk, VA		8:15-5:00pm
Oklahoma City, OK		8:15-4:30pm
Omaha, NE		8:30-4:00pm
Phoenix, AZ		8:15-4:30pm
Philadelphia		8:15 - 4:45pm
Pittsburgh, PA		N/A
Portland, OR		N/A
Richmond, VA		8:15-5:00pm
Sacramento, CA		8:00-5:00pm
Salt Lake City, UT		8:15-4:30pm
San Antonio, TX		8:15-5:00pm
San Diego, CA		8:15-5:00pm
San Francisco, CA		8:30-4:30pm
San Juan		8:15- 5:00pm
Seattle, WA		8:00-4:00pm
Springfield, IL		8:00-4:30pm
St. Louis, MO		8:30-4:00pm
Tampa, FL		8:00-4:00pm

CSRs Foreign Language Table

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b7C
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Languages: German, French & Persian Farsi

		M, Tu, W, Th, Fr	9:00 am – 5:30 pm

Language: Spanish

	Tu, W, Th, Fr, Sat	9:00 am – 5:30 pm
	M, Tu, W, Th, Fr	2:00 pm - 10:30 pm
	M, Tu, W, Th, Fr	9:00 am – 5:30 pm

Spanish Language Backups (For Emergency Situations Only)

Lead CSR

MAPA

Crimes Against Children

FBI/CJIS/PAL UNIT

SSA [redacted]

b6
b7C

CAC Federal Violations

- Child Abductions
  - 7B – IPK
  - 7C – Child Abductions – No Ransom
  - 7E – Child Abductions – Ransom
  - 88 – UFAP – Parental Kidnapping
- Contact Offenses
  - 31F – Child Sex Tourism
  - 70E – Crime on Gov Res/Sexual Physical Abuse
  - 305B – Travelers/Enticement
  - 305G – Production/Manufacturing of CP

CAC Federal Violations (cont.)

- Trafficking of Child Pornography
  - 305D – Possessors of CP
  - 305H – Sextortion
  - 305I – Traders/Distributers of CP
- Sexual Exploitation of Children Enterprises
  - 31C – White Slave Traffic Act – Sexual Exploitation of Children
  - 31E – WSTA – Child Prostitution
  - 305A – Electronic Groups/Orgs/Ents for Profit

Child Abductions 7C/7E

b7E

- Believed to be taken by someone other than parent or guardian

7C/7E pertinent info

b7E

7C/7C Required response

b7E

- NCMEC 800-THE-LOST
- National Runaway Switchboard 800-RUNAWAY
- Aliayah Lunsford and Wheeling 11yo

International Parental Kidnapping 7B

- Parent takes child to another country
- Deprive other parent lawful custody/visitation rights
- Even if prior to any court decision
- [redacted] b7E
- Hague Convention – Civil Aspects of International Child Abduction
- US a signatory of convention
- Must tell caller to notify US State Department - coordination
- If other country is signatory and child is under 16 – HC likely applies

7B Pertinent questions

b7E

UFAP Parental Kidnapping - 88

- Violation of Custody Order – NOT a federal crime
- Even if child is taken across state lines – local matter
- However – crossing state lines to avoid local felony charge – can assist
- 4 criteria must be met
  - Local/state arrest warrant issued – felony
  - Evidence of interstate flight exists
  - Request for FBI assistance - & locals agree to extradite and prosecute
  - US Attorney's office authorized FBI UFAP warrant

88 UFAP PK Pertinent questions

b7E

Contact offenses - Child Sex Tourism 31F

- Traveling overseas to sexually exploit children
- Even if legal in other country
- US citizen cannot travel with intent to engage in any form of SC w/minor
- Can also be prosecuted federally for organizing or assisting anyone with this intent

31F Pertinent Questions

b7E

70E – Crime on Govt. Res – Sexual Physical Abuse – Minor Child

- FBI typically handles most felonies on Indian Reservation
- Sexual assault/Abuse Minor Child Felony

70E Pertinent Questions

b7E

305B – Travelers/Enticement

b6
b7C

- Travel/Transport/Cause to Travel
- No Sexual Conduct necessary but intent necessary for Transportation
- If SC proven – no intent necessary for Travel Charge
- Must be across state lines for federal violation
- Transportation – 10 yr min
- Recent NDWV offenders
- Patrick Ganim, Kevin Wick, Mustafa Bazbaz

305B Pertinent Questions

b7E

305G – Production/Manufacturing of CP

- Victim may be in imminent danger
- Indicative of ongoing sexual victimization
- Creates a permanent record of the abuse of victim
- Agents will take every logical step to identify and rescue victim
- "Hands on" or through enticement
- Either way – 15yr mandatory minimum sentence.

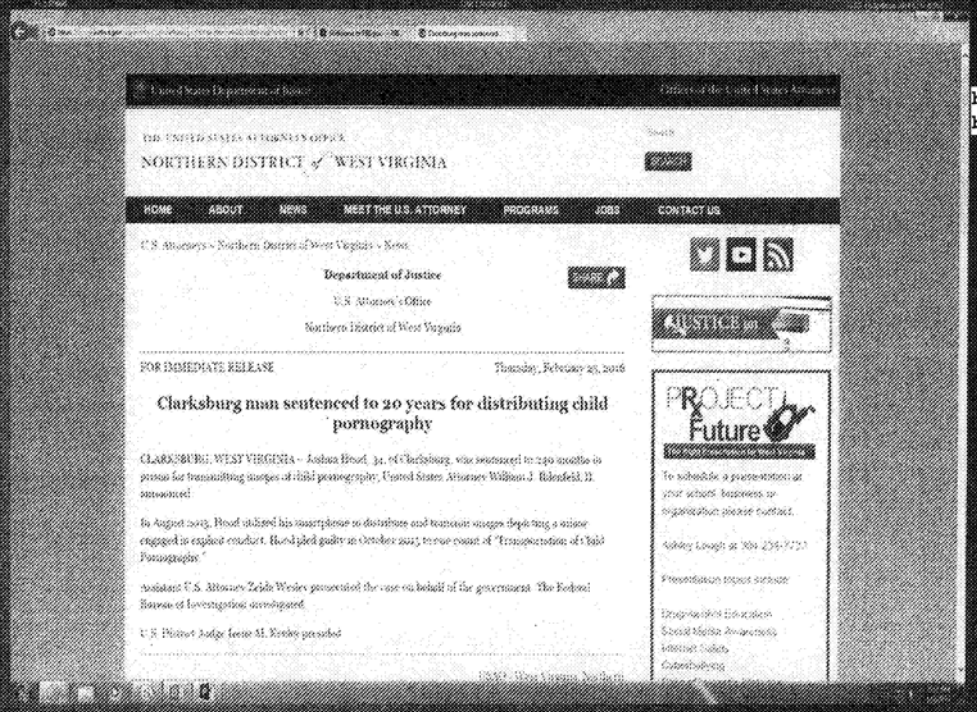
305G Pertinent Questions

b7E

- Josh Hood case ex.

Josh Hood

b6
b7C



United States Department of Justice

Office of the United States Attorneys

THE UNITED STATES ATTORNEY'S OFFICE

NORTHERN DISTRICT of WEST VIRGINIA

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Northern District of West Virginia

FOR IMMEDIATE RELEASE

Thursday, February 25, 2016

Clarksburg man sentenced to 20 years for distributing child pornography

CLARKSBURG, WEST VIRGINIA – Joshua Hood, 32, of Clarksburg, was sentenced to 240 months in prison for transmitting images of child pornography, United States Attorney William J. Ihlenfeld, II, announced.

In August 2013, Hood utilized his smartphone to distribute and transmit images depicting a minor engaged in explicit conduct. Hood pled guilty in October 2015, to one count of "Transportation of Child Pornography."

Assistant U.S. Attorney Zelda Wesley prosecuted the case on behalf of the government. The Federal Bureau of Investigation investigated.

U.S. District Judge Irene M. Keeley presided.

JUSTICE.gov

PROJECT Future

To schedule a presentation at your school, business or organization please contact:

Ashley Lough at 304-234-9721

Presentation topics include:

Unsupervised Education
Social Media Awareness
Internet Safety
Cyberbullying

Sexual Exploitation of Children Enterprises – 31E Child Prostitution

- Minor child being forced/coerced to engage in prostitution
- Missing/runaway/throwaway children – recruited
- Children with no purpose/void - recruited through Social media
- Many prostitution rings travel circuits – interstate nexus
- Origination cities and destination cities
- However other charges can also be considered – drugs, laundering, conspiracy, Child Pornography, RICO
- Ex - Operation Cross Country
- 3000 minors rescued since 2003, 31 life sentences

31E Pertinent Questions

b7E

305A- E-Groups/Organizations/Enterprises for Profit

- High priority for VCAC
- Online groups, organizations, and for-profit enterprises that seek to exploit minors
- Utilize the internet to profit, share, communicate with sex offenders, and further exploitation of minor victims
- Making money off of exploited/abused children
- FBI must address domestically and internationally
- Ex - Operation Pacifier "Playpen"

305A Pertinent Questions

b7E

Trafficking of CP – 305D, 305H, & 305I

- 305D – Possession of CP
- Most common violation encountered
- Likely to be indicative of other violations
- [redacted] b7E
- Peer-to-peer, email, text, etc.– Distribution - then 305I
- But important to be worked – FBI VCAC or ICAC TF members
- Information provided is often tip of iceberg

305D/305I Pertinent questions

b6
b7C
b7E

305H - Sextortion

- Extortion and/or blackmail to have victim comply with demands
- Online/social media/text
- Typically threats to release sexually explicit material previously obtained
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

b3
b6
b7C

305H Questions

b7E

Review

b7E

Questions

- Feel free to stop by anytime

FEDERAL BUREAU OF INVESTIGATION
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FOI/PA# 1397123-0

Total Deleted Page(s) = 5
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Page 11 ~ b7E;
Page 12 ~ b7E;
Page 13 ~ b7E;
Page 14 ~ b7E;

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COMPLAINT GUIDE

Complaint Guide

Public Access Line

COMPLAINT GUIDE

PUBLIC ACCESS LINE

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NATIONAL SECURITY MATTERS:

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TERRORISM -

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18 U.S.C. § 2332b defines the term "federal crime of terrorism" as an offense that:

• Is calculated to influence or affect the conduct of government by intimidation or coercion, or to retaliate against government conduct; and

• Is a violation of one of several listed statutes, including § 930(c) (relating to killing or attempted killing during an attack on a federal facility with a dangerous weapon); and § 1114 (relating to killing or attempted killing of officers and employees of the U.S.), bombings, attacks on US interests abroad, conspiracy to attack usually motivated by religious beliefs

International Terrorism (IT): 415 Classification

"International terrorism" means activities with the following three characteristics:

- Involve violent acts or acts dangerous to human life that violate federal or state law;
- Appear to be intended (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination, or kidnapping; and
- Occur primarily outside the territorial jurisdiction of the U.S., or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum.

Examples of IT incidents: 9/11, Boston Bombing

Examples of IT groups: Hamas, Al-Qa'ida, Al-Shabaab, Hizballah

Domestic Terrorism (DT): 266 Classification

"Domestic terrorism" means activities with the following three characteristics:

- Involve acts dangerous to human life that violate federal or state law;
- Appear intended (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination, or kidnapping; and

- Occur primarily within the territorial jurisdiction of the U.S.

b7E

Examples of DT incidents: Oklahoma City Bombing, the Unabomber, Beltway Snipers, school shootings

Examples of reportable DT activity: [redacted]

DT groups: Eco-terrorists; Sovereign Citizens, Militia extremists, White Supremacy extremists, Animal rights extremists, Anarchist extremists

Weapons of Mass Destruction (WMD): 279 Classification

Weapons of Mass Destruction (WMD) are defined in US law (18 USC §2332a) as:

"(A) any destructive device as defined in section 921 of this title (i.e. explosive device);

(B) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors;

(C) any weapon involving a biological agent, toxin,

(D) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life."

WMD is often referred to by the collection of modalities that make up the set of weapons: chemical, biological, radiological, nuclear, and explosive (CBRNE). These are weapons that have a relatively large-scale impact on people, property, and/or infrastructure.

Examples of WMD incidents: [redacted]

b7E

Precursors: [redacted]

Counterproliferation

The FBI investigates attempts to acquire information and technologies that would enhance a foreign government's ability to create, use, share, or sell weapons of mass destruction (chemical, biological, radiological, nuclear, or explosive), missile delivery systems, and/or space or advanced conventional weapons or components. We also work to identify critical intelligence gaps in the current threat environment, look at proliferation threats emerging on the horizon.

Examples of reportable activity: b7E

COUNTERINTELLIGENCE -

Counterespionage Suspected espionage: unauthorized possession of classified information, security clearance issues

The overall goals of the FBI's Counterintelligence program are:

- Keep weapons of mass destruction, advanced conventional weapons, and related technology from falling into the wrong hands—using intelligence to drive our investigative efforts to keep threats from becoming reality. Protect the secrets of the U.S. intelligence community—again, using intelligence to focus our investigative efforts and collaborating with our government partners to reduce the risk of espionage and insider threats.

- Protect the nation's critical assets—like our advanced technologies and sensitive information in the defense, intelligence, economic, financial, public health, and science and technology sectors. We work to identify the source and significance of the threats against these assets, and to help their "owners" to minimize vulnerabilities.

• Counter the activities of foreign spies—whether they are representatives of foreign intelligence agencies or governments or are acting on their behalf, they all want the same thing: to steal U.S. secrets. Through proactive investigations, we identify who they are and stop what they're doing.

Some Indicators that an employee is spying and/or methodically stealing from the organization:

• Without need or authorization, takes proprietary or other material home via documents, thumb drives, computer disks, or e-mail. Inappropriately seeks or obtains proprietary or classified information on subjects not related to their work duties.

• Interest in matters outside the scope of their duties, particularly those of interest to foreign entities or business competitors.

• Unnecessarily copies material, especially if it is proprietary or classified.

• Remotely accesses the computer network while on vacation, sick leave, or at other odd times.

• Disregards company computer policies on installing personal software or hardware, accessing restricted websites, conducting unauthorized searches, or downloading confidential information.

• Works odd hours without authorization; notable enthusiasm for overtime work, weekend work, or unusual schedules when clandestine activities could be more easily conducted.

• Unreported foreign contacts (particularly with foreign government officials or intelligence officials) or unreported overseas travel.

• Short trips to foreign countries for unexplained or strange reasons.

• Unexplained affluence; buys things that they cannot afford on their household income.

• Engages in suspicious personal contacts, such as with competitors, business partners or other unauthorized individuals.

• Overwhelmed by life crises or career disappointments.

• Shows unusual interest in the personal lives of co-workers; asks inappropriate questions regarding finances or relationships.

• Concern that they are being investigated; leave straps to detect searches of their work area or home; searches for listening devices or cameras.

• Many people experience or exhibit some or all of the above to varying degrees; however, most people will not cross the line and commit a crime.

Economic Espionage

Economic Espionage is (1) whoever knowingly performs targeting or acquisition of trade secrets to (2) knowingly benefit any foreign government, foreign instrumentality, or foreign agent (Title18 U.S.C., Section 1831).

Trade secrets are all forms and types of financial, business, scientific, technical, economic or engineering information, including patterns, plans, compilations, program devices, formulas, designs, prototypes, methods, techniques, processes, procedures, programs, or codes whether tangible or intangible, and whether or how stored, compiled, or memorialized physically, electronically, graphically, photographically or in writing, which the owner has taken reasonable measures to protect; and has an independent economic value.

"Trade secrets" are commonly called classified proprietary information, economic policy information, trade information, proprietary technology, or critical technology.

Theft of trade secrets occurs when someone (1) knowingly performs targeting or acquisition of trade secrets or intends to convert a trade secret to (2) knowingly benefit anyone other than the owner. This is commonly referred to as Industrial Espionage (Title 18 U.S.C., SECTION 1832).

CYBER CRIME - [redacted] b7E

*The FBI investigates cybercrimes (**288A** classification - including **computer intrusion**, **malicious code**, and "**other nefarious computer-supported applications**") ONLY if they have nexus to the following issues on a NATIONAL scale:*

1. **National Security** – Any activity which threatens the safety of The National Information Infrastructure (TNII), posed by individuals, groups, or foreign powers.

2. **Health & Safety of Children** – Any activity by predators or groups meant to sexually exploit or endanger children for personal or financial gain.

3. **Economic Security** – Any activity by individuals or groups which target US intellectual property, and could feasibly affect US economic infrastructure.

4. **Internet-based Fraud** – Any activity which utilizes internet/computer communications or applications to perpetrate exploitation or fraud.

Computer Intrusion

Bottom line, computer intrusion complaints **must** indicate a *national* threat, as outlined above. Personal attacks/vendettas against individuals typically will not be worked. If the victim is a business, depending on the amount of loss, it may be worked because it falls under economic security threats.

Examples of intrusion: Target store hacking, intrusion into a department of defense system, distributed denial of service on a national scale. [redacted] b7E

Information to gather:

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Internet Crimes Complaint Center (IC3) at www.IC3.gov.

The Internet Crime Complaint Center (www.IC3.gov) is the primary government agency to receive, develop, and refer complaints regarding the rapidly expanding area of cybercrime. The IC3 complaint process provides victims of cybercrimes a convenient, easily accessible, online reporting mechanism to alert law enforcement of suspected criminal and civil violations. For law enforcement and regulatory agencies at the federal, state, local and international levels, IC3 is the central clearinghouse for complaints on internet related crimes.

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See the "File a Complaint" section of the IC3 Web Site for information and direction on how to submit a complaint to IC3.

IC3 handles complaints on the following types of frauds and scams:

Wire Fraud: Many, many scams involve the perpetrator causing the victim to send money via wire transmission. Common ones are the relative in distress scam, dating scams, or inheritance scams. While the disposition of a reported wire fraud may always depend on the unique circumstances of the individual's situation a good rule of thumb follows:

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Auction Fraud: Auction fraud involves fraud attributable to the misrepresentation of a product advertised for sale through an Internet auction site or the non-delivery of products purchased through an Internet auction site

Counterfeit Cashier's Check: The counterfeit cashier's check scheme targets individuals that use Internet classified advertisements to sell merchandise. Typically, an interested party located outside the United States contacts a seller, and the seller is told that the buyer has an associate in the United States that owes him money. As such, the buyer will have the associate send the seller a cashier's check for the amount owed to the buyer, but the check is actually counterfeit.

Credit Card Fraud: Credit card fraud is the unauthorized use of a credit/debit card, or card number, to fraudulently obtain money or property.

Debt Elimination: Debt elimination schemes generally involve websites advertising a legal way to dispose of mortgage loans and credit card debts. After obtaining information from the participant, the fraudster will issues bonds and promissory notes to the lenders that purport to legally satisfy the debts of the participant. In exchange, the participant is then required to pay a certain percentage of the value of the satisfied debts to the subject.

Parcel Courier Email Schemes: The Parcel Courier Email Scheme involves the supposed use of various National and International level parcel providers such as DHL, UPS, FedEx and the USPS.

Employment/Business Opportunities: Employment/business opportunity schemes involve bogus foreign-based companies that recruit citizens in the United States on several employment-search websites for work-at-home employment opportunities. These positions often involve reselling or reshipping merchandise to destinations outside the United States.

Escrow Services Fraud: In an effort to persuade a wary Internet auction participant, the perpetrator will propose the use of a third-party escrow service to facilitate the exchange of money and merchandise. The victim is

unaware the perpetrator has compromised a true escrow site and, in actuality, created one that closely resembles a legitimate escrow service. The victim sends payment to the phony escrow and receives nothing in return. Or, the victim sends merchandise to the subject and waits for his/her payment through the escrow site which is never received because it is not a legitimate service.

Identity Theft: Identity theft occurs when someone appropriates another's personal information in order to commit theft or fraud. If the victim is an individual, refer to Federal Trade Commission (FTC).

Internet Extortion: Internet extortion involves hacking into and controlling various industry databases, promising to release control back to the company if funds are received, or the subjects are given web administrator jobs. Similarly, the subject will threaten to compromise information about consumers in the industry database unless funds are received.

Investment Fraud: Investment fraud is an offer using false or fraudulent claims to solicit investments or loans, or providing for the purchase, use, or trade of forged or counterfeit securities.

Lotteries: The lottery scheme deals with persons randomly contacting email addresses advising them they have been selected as the winner of an International lottery.

Nigerian Letter or "419": Named for the violation of Section 419 of the Nigerian Criminal Code, the 419 scam involves communication from individuals representing themselves as Nigerian or foreign government officials, offering the recipient the "opportunity" to share in a percentage of millions of dollars, and soliciting for help in placing large sums of money in overseas bank accounts. Payment of taxes, bribes to government officials, and legal fees are often described in great detail with the promise that all expenses will be reimbursed as soon as the funds are out of the country. The recipient is encouraged to send information to the author, such as blank letterhead stationery, bank name and account numbers, and other identifying information using a facsimile number provided in the letter. The scheme relies on convincing a willing victim to send money to the author of the letter in several installments of increasing amounts for a variety of reasons.

Phishing/Spoofing: Phishing and spoofing refer to forged or faked electronic documents. Spoofing generally refers to the dissemination of email which is forged to appear as though it was sent by someone other than the actual source. Phishing, often utilized in conjunction with a spoofed email, is the act of sending an email falsely claiming to be an established legitimate business in an attempt to dupe the unsuspecting recipient into divulging personal, sensitive information such as passwords, credit card numbers, and bank account information after directing the user to visit a specified website. The website, however, is not genuine and was set up only as an attempt to steal the user's information.

Ponzi/Pyramid: Ponzi or pyramid schemes are investment scams in which investors are promised abnormally high profits on their investments. No investment is actually made. Early investors are paid returns with the investment money received from the later investors. The system usually collapses. The later investors do not receive dividends and lose their initial investment.

Reshipping: The "reshipping" scheme requires individuals in the United States to receive packages at their residence and subsequently repackage the merchandise for shipment, usually abroad. The reshipping scheme helps facilitate the transfer of goods purchased online by fraudulent means. If a caller is unsure what to do with the physical packages once they figured out this was a scam, advise caller to turn the package in to the local police.

Spam: With improved technology and world-wide Internet access, spam, or unsolicited bulk email, is now a widely used medium for committing traditional white collar crimes including financial institution fraud, credit card fraud, and identity theft, among others.

Third Party Receiver of Funds: The subjects, usually foreign, post work-at-home job offers on popular Internet employment sites, soliciting assistance from United States citizens. The subjects allegedly are posting Internet auctions, but cannot receive the proceeds from these auctions directly because their location outside the United States makes receiving these funds difficult. The seller asks the United States citizen to act as a third party receiver of funds from victims who have purchased products from the subject via the Internet. The United States citizen, receiving the funds from the victims, then wires the money to the subject.

CRIMINAL MATTERS:

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PUBLIC CORRUPTION -

Public Corruption *(18 U.S.C. 201) occurs when a public official (elected, appointed, or under contract) and/or a private individual engage in a corrupt scheme that involves an abuse of the public official's authority, in exchange for personal gain.*

The objective of an FBI Public Corruption investigation is, where possible, to resolve allegations of wrongdoing either through prosecution or by disproving the veracity of the allegation.

Rumor or innuendo alone is not sufficient to initiate an investigation, nor is official misconduct or scandalous behavior. The standard for opening an investigation is an ***articulable, factual basis*** *indicating possible corrupt activity.*

Government Fraud (State, Local, Federal Authorities)

- **Contract:** ***194 Classification (State & Local Officials), or 58 Classification (Federal Officials)*** – Payment of bribes or kickbacks (i.e. anything of value) to local, state, or federal public officials in exchange for favorable treatment regarding government contracts and can include:

  "Pay to play" schemes, improper disclosure of competitor bid information, discretionary awarding of "no Bid" contracts, or approving false invoices or cost overruns for the bidding contractor.

- **Judicial** – When an individual or organization seeks to influence an act taken by a court by engaging in behavior that corrupts a member of the judicial system:

  Reduction of bond or sentence, waiving fines, or dismissal of charges

• **Law Enforcement *245O Classification (drug-related)*** – Can involve payment or benefit of local, state, or federal law enforcement officials in exchange for some desired action or inaction, such as:

> **Theft of items during an investigation, "protecting" illegal activity, or leaking sensitive information to unauthorized parties.**

• **Legislative** – Bribes or kickbacks to legislators, their staff, lobbyists, or consultants in exchange for some action or inaction concerning pending or future legislation or policy. This may include any of the following:

> **Voting for/against legislation, confirmation of an executive appointment, appropriation considerations, or "pay to play" schemes.**

• **Regulatory** – Typically involves payments to public officials in exchange for some action or inaction pertaining to licensing, inspections, zoning variances, or other public documents. Regulatory corruption can include:

> **Failure to report violations of regulatory codes in exchange for something of value**
>
> **fraudulent issuance of identification documents, improper issuance of identification documents, improper issuance of licenses (liquor, vehicle, construction, adult entertainment, etc.)**
>
> **alteration of zoning variances**

• **Election Fraud: *56 Classification*** – Election fraud can occur in state or federal election and encompasses activities such as buying votes, intimidating voters, voting more than once in an election, tampering with ballot boxes, destroying ballots, or any other intentional disruptions of the polling process.

Understanding and Prioritizing the Complaint:

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Questions to ask:

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Border Corruption

Border corruption occurs when a Border Patrol or US Customs Officer helps facilitate the entry of drugs or undocumented persons into the US.

Questions to Ask:

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Disaster Recovery Fraud

Disaster recovery fraud is fraud, waste, abuse, or allegations of mismanagement involving disaster relief organizations.

Questions to Ask:

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Foreign Corruption

The **Foreign Corruption Practice Act** (FCPA) makes it a violation of US federal law to bribe foreign government officials to obtain or retain business.

Economic Stimulus Fund Fraud

Economic stimulus fund fraud is the allegation of corruption or fraud related to economic stimulus spending.

Questions to Ask:

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Federal Election Crimes

The FBI has a limited role in ensuring fair and free elections in the US. Election crimes become federal crimes when:

- The ballot includes one or more federal candidates
- An election official abuses his/her duties
- The crime involved fraudulent voter registration
- Voters are not US Citizens

Federal Election crimes include:

- Vote Buying
- Giving false information when voting
- Voting multiple times
- Voting by ineligible persons
- Intimidation
- Destruction of ballots
- Falsifying vote tallies
- Baseless voter challenges
- Voter deception
- Campaign finance fraud

Federal Election crimes do NOT include:

- False charges about opponents
- Trying to convince an opponent to withdraw
- Campaigning too close to the polls
- Paying for endorsements
- Taking voters to the polls
- Offering a stamp to mail an absentee ballot
- Giving voters time off to vote

• Technical errors in election management.

[redacted] b7E

International Contract Corruption

This initiative addresses the growing corruption within the global community. The **International Contract Corruption Task Force** addresses the systemic, long-term, multi-billion dollar contract corruption and procurement crime problem linked to the war and reconstruction efforts in Iraq and Afghanistan [redacted] b7E

CIVIL RIGHTS [redacted]

Civil Rights violations fall under one of four categories, listed here in order of priority: ***Hate Crimes, Color of Law, Human Trafficking, and the Freedom of Access to Clinic Entrance Act (FACE).*** [redacted] b7E

Hate Crimes

(44 Classification): (18 U.S.C. 241, 245, 247, 249)

Defining a Hate Crime: A hate crime is a traditional offense, like murder, arson, or vandalism with an added element of bias. For the purposes of collecting statistics, Congress has defined a hate crime as a "criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin or sexual orientation." Hate itself is not a crime—and the FBI is mindful of protecting freedom of speech and other civil liberties.

In 2009, the passage of a new law—the first significant expansion of federal criminal civil rights law since the mid-1990s—gave the federal government the authority to prosecute violent hate crimes, including violence and attempted violence directed at the gay, lesbian, bisexual, and transgender community, to the fullest extent of its jurisdiction.

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Color of Law

(282 Classification): (18 U.S.C. 242) *A color of law violation is committed when someone whose authority was given by local, state, or federal government, acts outside the bounds of lawful authority. These acts include* ***Use of excessive force, sexual assault, failure to keep from harm, deprivation of medical attention, deprivation of property, presentation of false evidence,*** *and* ***planting of evidence.***

Excessive force: In making arrests, maintaining order, and defending life, law enforcement officers are allowed to use whatever force is "reasonably" necessary. The breadth and scope of the use of force is vast—from just the physical presence of the officer to the use of deadly force. Violations of federal law occur when it can be shown that the force used was willfully "unreasonable" or "excessive."

Sexual assaults by officials acting under color of law can happen in jails, during traffic stops, or in other settings where officials might use their position of authority to coerce an individual into sexual compliance. The compliance is generally gained because of a threat of an official action against the person if he or she doesn't comply.

False arrest and fabrication of evidence: The Fourth Amendment of the U.S. Constitution guarantees the right against unreasonable searches or seizures. A law enforcement official using authority provided under the color of law is allowed to stop individuals and, under certain circumstances, to search them and retain their property. It is in the abuse of that discretionary power—such as an unlawful

detention or illegal confiscation of property—that a violation of a person's civil rights may occur.

Fabricating evidence against or falsely arresting an individual also violates the color of law statute, taking away the person's rights of due process and unreasonable seizure. In the case of deprivation of property, the color of law statute would be violated by unlawfully obtaining or maintaining a person's property, which oversteps or misapplies the official's authority.

The Fourteenth Amendment secures the right to due process; the Eighth Amendment prohibits the use of cruel and unusual punishment. During an arrest or detention, these rights can be violated by the use of force amounting to punishment (summary judgment). The person accused of a crime must be allowed the opportunity to have a trial and should not be subjected to punishment without having been afforded the opportunity of the legal process.

Failure to keep from harm: The public counts on its law enforcement officials to protect local communities. If it's shown that an official willfully failed to keep an individual from harm, that official could be in violation of the color of law statute. Many complaints from incarcerated individuals will fall into this category. Failure to provide medical treatment is commonly reported.

Determine credibility of the accusation with the following questions:

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Information to collect if the caller is credible:

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Civil Applications

Title 42, U.S.C., Section 14141 makes it unlawful for state or local law enforcement agencies to allow officers to engage in a pattern or practice of conduct that deprives persons of rights protected by the Constitution or U.S. laws. This law, commonly referred to as the Police Misconduct Statute, gives the Department of Justice authority to seek civil remedies in cases where law enforcement agencies have policies or practices that foster a pattern of misconduct by employees. This action is directed against an agency, not against individual officers. The types of issues which may initiate a pattern and practice investigation include:

- **Lack of supervision/monitoring of officers' actions;**
- **Lack of justification or reporting by officers on incidents involving the use of force;**
- **Lack of, or improper training of, officers; and**
- **Citizen complaint processes that treat complainants as adversaries.**

Under Title 42, U.S.C., Section 1997, the Department of Justice has the ability to initiate civil actions against mental hospitals, retardation facilities, jails, prisons, nursing homes, and juvenile detention facilities when there are allegations of systemic derivations of the constitutional rights of institutionalized persons.

Human Trafficking

(50 Classification): (18 U.S.C. 894, 1324, 1328, 1581-1592) *In the simplest of terms, under federal law, human trafficking has occurred if a person was induced to perform labor or a commercial sex act through force, fraud, or coercion. Actual transportation or "movement" of the victim is not a required element. These acts include* ***forced labor, forced domestic servitude,*** *or* ***forced commercial sex.***

To discern a Human Trafficking violation, determine the following:

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Human Trafficking, which is based on exploitation, should not be confused with ***human smuggling***, which is based on transportation. The two are **NOT** interchangeable. **Human Smuggling** is generally defined as "the importation of people into the United States involving deliberate evasion of applicable immigration laws. The offense includes bringing illegal aliens into the country and unlawful transport or harboring of aliens already within the US." This is a federal violation, but is the jurisdiction of **Immigration & Customs Enforcement (ICE)** and reports of such matters should be referred there.

Freedom of Access to Clinic Entrance Act

(286 Classification): (18 U.S.C. 248) *The **FACE Act** makes it unlawful for a person to use force, threat of force, or physical obstruction to intentionally injure, intimidate, or interfere with a person because he/she is or has been obtaining or providing reproductive health services. It is also makes unlawful for a person to intentionally damage or destroy the property of a facility because it provides reproductive health services.*

ORGANIZED CRIME - [redacted]

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Organized Crime

(251 or 281 Classification) (21 U.S.C. 848) is any group having some manner of formalized structure, whose primary objective is to obtain money through illegal activities. Groups maintain their position through actual or threatened violence, extortion, or corrupt public officials and have a significant impact on people in their locales, region, or the country as a whole. Usually regionalized or based on ethnicity.

Including:

- Italian Mafia such as La Cosa Nostra (LCN)
Groups from African countries like Nigeria that use drug trafficking and financial scams
- Russian mobsters who fled to the US, in the wake of Soviet Union collapse
- Asian crime rings such as Chinese Tongs, and Japanese Boryokudan
- Groups based in Eastern Europe like Hungary and Romania.

Criminal Enterprise

The terms Organized Crime and Criminal Enterprise are similar and often used synonymously. However, various federal criminal statutes specifically define the elements of an enterprise that need to be proven in order to convict individuals or groups of individuals under those statutes. A criminal enterprise is defined as any group of six or more people, where one of the six occupies a position of organizer, a supervisory position, or any other position of management with respect to the other five, and which generates substantial income or resources, and is engaged in a continuing series of violations of subchapters I and II of Chapter 13 of Title 21 of the United States Code. 18 U.S.C. 1961 is different from Organized Crime in that, while still having an identified hierarchy, they are engaged in multiple criminal activities, and have extensive supporting networks.

These crimes are investigated and prosecuted under the **Racketeer Influenced and Corrupt Organizations (RICO) Statute** (18 U.S.C. Chapter 96), which defines an enterprise as "any individual, partnership, corporation, association, or other legal entity, and any union or group of individuals associated in fact, although not a legal entity."

The FBI defines significant racketeering activities as those predicate criminal acts that are chargeable under the Racketeer Influenced and Corrupt Organizations statute. These are found in Titie 18 of the United States Code, Section 1961 (1) and include the following federal crimes:

- Bribery
- Sports Bribery
- Counterfeiting
- Embezzlement of Union Funds
- Mail Fraud
- Wire Fraud
- Money Laundering
- Obstruction of Justice
- Murder for Hire
- Drug Trafficking
- Prostitution
- Sexual Exploitation of Children
- Alien Smuggling
- Trafficking in Counterfeit Goods
- Theft from Interstate Shipment
- Interstate Transportation of Stolen Property

And the following state crimes:

- Murder
- Kidnapping
- Gambling
- Arson
- Robbery
- Bribery
- Extortion
- Drugs

Racketeering involves any combination of many federal crimes, including: Bribery, Counterfeiting, Embezzlement, Fraud, Money Laundering, Obstruction of Justice, Murder for Hire, Drug Trafficking, etc. These constitute FBI jurisdiction.

POINTS TO COVER with your caller:

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Sports Bribery

The FBI investigates violations of federal statutes concerning gambling and corruption in the sports industry, usually with the involvement of organized crime. Traditional organized crime groups continue to operate illegal gambling businesses and often engage in physical violence to collect debts and engage in extortionate loans.

WHITE COLLAR CRIME -

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Four General Categories of Fraud falling under white collar crime:

1. Financial Institution Fraud
2. Bankruptcy Fraud
3. Credit Card Fraud
4. Mortgage Fraud

Financial Institution Fraud

29 Classification *(18 U.S.C. 1344)* – misappropriation & embezzlement, check fraud, falsification of information in documents to obtain a loan. A financial institution is an institution that provides financial services for its clients or members. Financial institutions include banks, credit unions, trust companies,

mortgage loan companies, insurance companies, pension funds, investment banks, underwriters, and brokerage firms. *Financial institution fraud includes any person, action, or scheme which willfully misrepresents the value or terms of a financial document or transaction for personal or monetary gain, at the expense of a financial institution or its clients.*

This includes:

- Deposit-taking institutions: they accept and manage deposits and make loans

Examples: banks, credit unions, trust companies, mortgage loan companies

- Contractual institutions

Examples: insurance companies and pension funds

- Investment institutions

Examples: investment banks, underwriters, brokerage firmsing or omitting pertinent information

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Common Financial Institution Fraud Schemes

- Misapplication and embezzlement: When a person who is connected to a financial institution embezzles or willfully misapplies funds of the financial institution
- Granting an unsecured loan to an individual incapable of repaying it; granting a loan on inadequate collateral
- Using one's position within an institution to secure a loan from the institution while concealing one's interest in the loan
- Knowingly making false statements or omissions to influence the action of the institution
- Includes overvaluing property, creating fictitious property, or creating fictitious security for collateral. Actual damage is not essential to qualify as an offense
- Check fraud: altering, counterfeiting, forging, or drawing on closed accounts

Bankruptcy Fraud

49 Classification *(18 U.S.C. 157)* – Concealment of assets, trustee fraud, falsifying personal information

Common Bankruptcy Fraud Schemes

- Concealment of assets
- Trustee fraud: Most egregious due to breach of public trust by involvement of court-appointed official
- Fraud primarily occurs in the distribution of monies from the sale of assets Filing multiple fraudulent bankruptcy petitions: When a person uses a false name or social security number to file bankruptcy in the same state or a different state; or filing bankruptcy in multiple states using true identifying information

Information to gather:

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Credit Card Fraud

258 Classification *(15 U.S.C. 1644)* – Identity theft, credit card skimming or theft

Common Credit Card Fraud Schemes

- Identity theft: either credit card accounts are opened using a stolen identity, or existing accounts are accessed through the stolen identity
- Counterfeiting credit cards

Mortgage Fraud

329 Classification *(18 U.S.C. 1001, 1010, 1014, 1028, 1341-4, 408(a))* – Loan origination schemes, real estate investment fraud, loan modification scams.

Information to gather during a MF call:

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Common Mortgage Fraud Schemes

Mortgage fraud schemes involve some type of material misstatement, misrepresentation, or omission of information that is required by an underwriter or lender in order to fund, purchase, or insure a loan.

Two general categories:

1. Fraud for housing: usually entails a single loan wherein the borrower uses fraud to either purchase or maintain ownership of a home
2. Fraud for profit: typically involves multiple loans wherein industry insiders gain illicit proceeds

Mortgage loan origination schemes: falsification of a borrower's financial information; often accompanied by inflated appraisal

Falsification of financial information: misstatement of financial information to qualify for loans otherwise out of reach

Information often manipulated: borrower's assets, employment, income, liabilities, and occupancy status

Documents altered or created: bank statements, W-2 forms, verifications documents, tax returns; stolen identities sometimes employed

Asset rental scheme: assets are temporarily placed under control of the borrower in order to qualify; borrower often pays a "rental" fee for the temporary "use" of the assets

Backwards application scheme: an unqualified borrower's information is altered by the fraudster to qualify him/her for the loan's minimum requirements

Credit enhancement scheme: the fraudster artificially boosts a borrower's credit; also includes providing down payments to a borrower and temporarily transferring funds to a borrower's account

Fraudulently inflated appraisals: the appraiser falsifies information or falsely provides valuation on an appraisal

Illegal property flipping scheme: property resold at an artificially inflated price shortly following acquisition by the seller. The key to this scheme is the fraudulent appraisal.

Real estate investment scheme: investors are persuaded to purchase property at an inflated price with the promise of quick returns

Seller assistance scheme: The fraudster solicits an anxious seller and offers to locate a buyer. The fraudster negotiates the asking price, and he/she hires an appraiser to inflate an appraisal. A buyer is presented the inflated price and secures a loan. The fraudster profits the difference between the seller's asking price and the inflated price. If the mortgage defaults, the lender forecloses but is unable to resell the property due to the inflated appraisal

Builder bail-out scheme: employed by the builder to circumvent excessive debt and potential bankruptcy. The builder fails to disclose to the lender the incentives provided to the buyer for purchase; the builder artificially inflates the price of the home to cover the costs. The builder inflates the appraisal of the property, whose false equity is distributed between the conspirators while being disguised as reserves

Equity skimming schemes: when fraudsters drain all of the equity from a property. Perpetrators charge inflated fees to "help" homeowners profit by refinancing homes multiple times or aids homeowner to establish a home equity line, subsequently encouraging them to invest in scams with these funds

Home Equity Line of Credit (HELOC) schemes: when the perpetrator withdraws the entire amount of available credit in a very short time instead of as-needed, as intended

A HELOC bust-out scheme happens when the entire equity is drained, then repaid with a fraudulent check, then drawn upon again; the lender experiences a loss when the check is returned for insufficient funding

A HELOC double-funded loan scheme occurs when loan documents for a single property are submitted to multiple lenders simultaneously, thus securing funding to cover the expenses of acquiring the property and hiding the second, third, fourth, etc. lien on the property until later

Foreclosure rescue schemes: fraudsters convince the victims their property can be saved

The fraudsters require upfront fees and deed transfers from the homeowners

The scheme can include the transfer of the property to the fraudster, who then charges rent to the homeowner while claiming to make loan payments while in reality re-mortgaging the property; ultimately the foreclosure is only delayed

These schemes are often used in conjunction with equity skimming, short sales, and property flipping

Loan modification schemes: fraudsters promise through flyers and other means of solicitation to help the homeowners renegotiate their foreclosures

The perpetrators often require an upfront fee ranging upwards to $5,000

Once the money is received the fraudsters do little to nothing of aid

Short sale schemes: a borrower, who owes more on the property than its current value, finds an accomplice to make a short sale transaction

The lender remains unaware the offer was made on behalf of the borrower

The scheme may be used to recycle property for future mortgage schemes

Air loan schemes: an air loan is a non-existent property loan, often without collateral, where the buyer, property, and appraiser are fictitious

Often implemented by mortgage bankers or other lenders to generate cash

Commercial real estate fraud:

Commercial real estate (CRE) is any property other than single family dwellings

The same fraud that exists for residential real estate fraud exists for CRE

The primary means of CRE fraud comes from fraudulent appraisals

Information to Collect

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[redacted] b7E

[redacted]

**Possible Referrals

- HUD
- IRS
- Legal counsel: often what the complainant describes is not a federal crime and requires civil action
- State regulators of banking institutions
- US Office of the Trustee: referred for bankruptcy fraud
- US Secret Service: referred for credit card fraud, US bonds, and notes from the Department of the Treasury

Contact Information

Financial Crimes Section Office

Section Chief Sharon E. Ormsby [redacted] b6 b7C

Assistant Section Chief [redacted] b7E

Financial Institution Fraud Unit

Unit Chief [redacted] [redacted]

Financial Institution Fraud Unit Address

Federal Bureau of Investigation
J. Edgar Hoover Building, Room 3925
935 Pennsylvania Avenue, NW
Washington, D.C. 20535

Sources for Additional Information:

www.abiworld.org – American Bankruptcy Institute

www.fdic.gov – Federal Deposit Insurance Corporation

www.fraud.gov – National Fraud Information Center

www.justice.gov/ust - US Trustee Program

Money Laundering

(272 Classification) *(18 U.S.C. 1956) is the process by which criminals conceal or disguise the proceeds of their crimes, or convert those proceeds into goods and services.*

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Four basic statutory elements that must be addressed:

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Health Care Fraud

Health care fraud is committed when a dishonest provider or consumer intentionally submits, or causes someone else to submit, false or misleading information for use in determining the amount of health care benefits payable. The FBI is the primary investigative agency for Health care fraud, especially if it

pertains to individuals covered by Medicare or Medicaid (federally-funded programs). [redacted] b7E

Some examples of PROVIDER health care fraud are:

- Billing for services not actually performed
- Falsifying a patient's diagnosis to justify tests, surgeries or other procedures that aren't medically necessary
- Misrepresenting procedures performed to obtain payment for non-covered services, such as cosmetic surgery
- Up-coding – billing for a more costly service than the one actually performed
- Unbundling – billing each stage of a procedure as if it were a separate procedure
- Accepting kickbacks for patient referrals
- Waiving patient co-pays or deductibles and over billing the insurance carrier or benefit plan
- Billing a patient more than the co-pay amount for services that were prepaid or paid in full by the benefit plan under the terms of a managed care contract

Some examples of CONSUMER health care fraud are:

- Filing claims for services or medications not received
- Forging or altering bills or receipts
- Using someone else's coverage or insurance card
- Receiving kickbacks in return for referring patients recommending one plan over another
- Doctor shopping – requesting care, or prescriptions, from multiple doctors at once without efforts to coordinate the care. Usually stems from a reliance on prescription drugs.

VIOLENT CRIME & MAJOR THEFT

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Gangs & Criminal Enterprise

*The FBI's definition of a **GANG** is a group or association of individuals who individually or collectively engage in any criminal activity which creates an atmosphere of fear and intimidation. Criminal activity includes juvenile acts which, if committed by an adult, would be a crime.*

*A **CRIMINAL ENTERPRISE** is any group of individuals associated in fact, although not a legal entity. The fact that the individuals are engaged in a pattern of criminal activity together constitutes a criminal enterprise.*

If a caller wishes to report GANG activity or a CRIMINAL ENTERPRISE, the following facts must be established:

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Also, establish a history and known details of the organization using the following questions:

Possible Referrals:

Drugs: If the group is involved in international drug trafficking, refer to the DEA at **www.DEA.gov** or Regional DEA Office Phone listing available on SharePoint Site.

Smuggling: If the group is involved in international smuggling of people or goods, refer to Immigration & Customs Enforcement at **www.ICE.gov** or **1-866-347-2423.**

American Adults missing abroad:

The FBI does have resources to assist adult Americans missing abroad. Please ensure the caller has reported the situation to the State Department.

How it works: Let's say the worst has occurred—a terrorist attack or kidnapping. What happens then? In general:

- The victim or family (if able) contacts the U.S. Embassy closest to where the incident occurred.
- The U.S. Ambassador there offers American assistance to the host government (in some cases that government asks for our nation's help first).
- The FBI's Legal Attaché agent assigned to that country or region serves as a diplomatic liaison (we have more than 60 such agents around the world today) and works with the Ambassador and the entire embassy team to determine what resources are needed.
- With the permission of the host government and in conjunction with the State Department, the FBI deploys its resources, supporting the investigative efforts of the foreign government. The size of our overseas deployments depends on the scope of the incident and what the host government requests.
- If the missing individual is a victim of a crime ie kidnapping with ransom demands, the Dept of State still has the lead, with FBI assistance.

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CRIMES AGAINST CHILDREN

Child Abductions (Non-Parental)

(7C Classification) (18 U.S.C. 1201): Any report of the disappearance and/or taking of a child ***by someone other than one of the child's parent or legal guardian*** is considered a federal offense, especially if there is reason to believe an interstate nexus exists (victim was transported across state lines), and is therefore FBI jurisdiction.

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Information to collect:

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UFAP Parental Kidnapping

(88 Classification) (18 U.S.C. 1073): *A violation of a custody order is not a federal crime. Even if the child is transported across state lines (but still within the U.S.) by the parent, this is a state or local matter. The only point at which the FBI may get involved in such a case is if the offending parent has crossed state lines in order to avoid a felony charge at the state or local level (fugitive from justice).*

Under the provisions of the Fugitive Felon Act, the FBI may get involved *if* all four of the following criteria are met:

1) a state arrest warrant has been issued for the arrest of the individual for a felony violation

2) evidence of interstate flight exists

3) a specific request for FBI assistance is made by state authorities who agree to extradite and to prosecute on the charge for which the parent is being sought

4) the appropriate US Attorney has authorized the FBI to apply for an unlawful flight warrant

Information to collect:

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International Parental Kidnapping (7B Classification) (18 U.S.C. 1204): the parent takes the child outside U.S. borders with intent to deprive the other parent of lawful custody/visitation rights.

For example, consider that a married couple had a son together in the United States. During a marital dispute, the father moves with his son to another country in order to keep him away from the mother with no intent of return. In this situation, the father has committed the federal crime of international parental kidnapping. Merely look at it from a "reasonable person" standard. Would a reasonable person infer that the child is being kept away from a parent with the intent to obstruct custodial rights?

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In fact, rather than a criminal action, the return of kidnapped children abroad is most often settled through civil negotiation. The U.S. Department of State handles the coordination of efforts with foreign officials and law enforcement agencies to effectuate the return of children to the United States. In some circumstances, the return may be governed by the Hague Convention on the Civil Aspects of International Parental Child Abduction (1980). This Convention was established to facilitate the return of children abducted to foreign countries. However, it only applies if both countries involved in the international parental kidnapping situation are signatories to the Convention. The United States is a signatory state. Therefore, even if you write up an IPK complaint, you need to instruct the caller to contact the state department. In fact, the child is in a Hague country, the convention mandates that the parent seeking recovery work through the civil Hague process – rather than use a criminal process.

Child Sexual Exploitation Enterprises

Domestic child prostitution; online networks and enterprises: **(145 Classification)** (18 U.S.C. 2422): *This includes violations under the White Slave Traffic Act, which refers to the interstate transportation of children for the purpose of engaging the minor in prostitution or any criminal sexual activity (including abuse). Sometimes, this violation can be envoked if you do not have sufficient evidence to for Child Pornography.*

Contact Offenses Against Children

*Includes: Domestic travel with intent to engage in illegal sexual activity with children; child sex tourism (international travel to engage in sexual activity with children); production of child pornography; coercion/*enticement of a minor.

Trafficking of Child Pornography

Mass distribution of child pornography; possession of child pornography: **(145 Classification)** (18 U.S.C. 2421-2423): *any individual or organization which produces and distributes child pornography (child pornography defined as any medium – photos, videos, etc. – depicting a minor engaging in or assisting in any sexual act…nudity alone is not considered pornographic)*

Information to collect:

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Other Crimes Against Children

All other crimes against children violations within the FBI's jurisdiction are investigated in accordance with available resources. Some other crimes against children may include the child's receipt of sexually explicit text messages from a known or unknown party.

Bank Robberies

When you receive a call regarding a 91 (bank robbery), please ascertain the following:

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Murder for Hire

Murder for hire is a violation that occurs when someone pays a third party to murder someone, and is handled by the FBI if an interstate nexus exists, or if the target victim is a public figure. Otherwise, refer to local police.

Serial Killings

Serial killings are the unlawful killing of two or more victims by the same offender(s), in separate events. This is handled by the FBI if an interstate nexus exists, or if the target victim is a public figure. Otherwise, refer to local police.

Vehicle Theft

Vehicle theft becomes a federal violation when committed by **organized & professional groups,** which alter or remove the VINs and/or export stolen vehicles to locations where there is high demand (sometimes making it interstate or international). If the above criteria are ***not*** met, and your caller is reporting theft of a small number of vehicles, refer to local police.

- Can also be prosecuted if trafficking motor vehicle parts, and creating counterfeit titles.

Questions to Ask:

b7E

Art Theft

Federal art theft includes thefts of individual works of art, illegal exportation of objects protected by international laws, and looting of archaeological sites. The object must be **uniquely identifiable** & have **historical or artistic significance** (fine arts, antiquities, ethnographic art, archaeological material, musical & scientific instruments, Native American artifacts), and **must be valued at or more than $2,000**..

Cargo Theft

Cargo theft is the criminal taking of any cargo from a consolidation facility. The cargo is moving in commerce at all points between the point of origin and the final destination, regardless of any temporary stop while awaiting trans-shipment or otherwise.

Controlled Substances

In the case of theft or trafficking of controlled substances, the DEA will have an investigative interest. FBI's primary responsibilities in CS matters are to investigate matters that involve:

- Death or significant bodily injury
- Large quantities of CS
- A manufacturing or distribution center that is burglarized or robbed
- Interstate activity

Copper Theft

To report this illegal activity, contact local Power Company.

Jewelry and Gem Theft

The FBI offers investigative assistance and intelligence on theft groups to law enforcement and partners with the jewelry industry to create a unified and coordinated approach to this crime threat.

Organized Retail Theft

Described as professional burglars, boosters, cons, thieves, fences and resellers conspiring to steal and sell retail merchandise obtained from retail establishments by theft or deception. First report of incidents involving retail theft should be to loss prevention agency and local law enforcement.

SPECIAL JURISDICTIONAL MATTERS

The FBI carries sole or shared investigative jurisdiction over violations in this section. The list below defines the criteria for code violation, and additional necessary information to gather.

Illegal Use of Military Uniform or Insignia

(43 Classification) (18 U.S.C. 701-704): *an individual knowingly wears, manufactures, sells, or distributes any distinctive part of the uniform of any US armed forces or Public Health Service.*

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Stolen Valor

The Stolen Valor Act of 2013 amends the federal criminal code to subject to a fine, imprisonment for not more than one year, or both an individual who, with intent to obtain money, property, or other tangible benefit, fraudulently holds himself or herself out to be a recipient of:

- a Medal of Honor,
- a Distinguished Service Cross,
- a Navy Cross,
- an Air Force Cross,
- a Silver Star,
- a Purple Heart,
- a Combat Infantryman's Badge,
- a Combat Action Badge,
- a Combat Medical Badge,
- a Combat Action Ribbon,
- a Combat Action Medal

Crime on the High Seas

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Crimes on a Government Reservation

(70 Classification) (18 U.S.C. 13): *includes any major crime which is committed on any land or building owned by the US Government, or in which US Government business is carried out, including military bases, highways, federal buildings/offices and courthouses, National Parks, etc.*

Ask your caller:

b7E

Irregularities in Federal Penal Institutions (IFPI)

(90 Classification) (18 U.S.C. 751-757, 1791-1792): *this includes violent crimes, drug possession or distribution, riots, bribery, etc., occurring in a* ***federal*** *(not state or county) correctional, penal, or detention facility; could also include escape or aiding/assisting/allowing/inciting escape from such a facility*

b7E

Impersonation of an Officer or Employee of the US Government

(47 Classification) (18 U.S.C. 912-915): *an individual pretends to be an officer or employee of the USG for the purpose of either 1) acting with the authority of an officer or employee, or 2) demanding or obtaining a thing of value.*

b7E

Fraud Related to Activities in Connection with Identification Documents (FRAID)

(253 Classification) (18 U.S.C. 1028): *this violation includes the unlawful production, possession, distribution, or use of a false identification issued by, or under the authority of, the US Government. This includes IDs issued by* ***federal, state, local, foreign, national,*** *and* ***quasi-international governmental entities****, as well as IDs for employees of* ***government contractors.*** The following criteria must be met in order to fall under FBI jurisdiction:

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Indian Country (IC) *(198 Classification)*

For the most part, crimes committed in Indian Country are handled similarly to crimes committed anywhere else: if there is a federal violation committed [redacted] Federal violations are usually the equivalent of felony offenses or personal crimes in other jurisdictions ranging from Assaults, Rape, and Homicide to Child Abuse. If the crime is a local matter, ie, petty theft, robberies, drugs refer complainant to the tribal police (18 U.S.C. 1152-1153). b7E

The following stipulations must be met for the FBI to have jurisdiction over a matter in Indian Country:

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b7E

Other crimes occurring in Indian Country may be worked at the discretion of the field office:

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Transportation Crime

If you receive a tip regarding a major transportation accident (i.e., plane crash, train wreck, etc.),

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Threats to Aircraft 149B Classification *(18 U.S.C. 32)*:

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Crime Aboard an Aircraft: The FBI has jurisdiction regarding crimes aboard aircraft to include interference with the flight crew, or assault.

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b7E

Bombs, explosives, or firearms on board in airplane, or for hijackings 164B Classification *(18 U.S.C. 49)*:

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Threats to Nuclear Facilities 254A Classification *(18 U.S.C. 1366)*:

b7E

Pipeline Vandalism 254D classification *(49 U.S.C. 60123)*:

b7E

OTHER COMMON REQUESTS

Requests for Fingerprinting

The FBI only fingerprints arrestees and employment applicants. Those who need to be fingerprinted for other jobs outside the Bureau or for other reasons should be directed to ***contact their local police department***. If they are not equipped to do so themselves, the police department should be able to refer the caller to an agency that can take fingerprints.

Requests for Background Checks

Callers who request information on how to obtain a background check should be referred to fbi.gov and advised to type "**Identity History Summary Checks**" in the search bar. All information and forms pertaining to our process are found on that page.

Option 1: Callers need to complete all five steps outlined in the directions for a fee of $18.00. Allow a minimum of 12 - 14 weeks for processing.

Option 2: Callers may choose to have their background check processed by an FBI-approved contractor called a "Channeler" for a fee of $18.00 (FBI fee) ***plus*** any additional fees charged by each individual contractor. (The processing time may be shorter if the caller goes through a contractor.)

*Callers should only be referred to BSS Customer Service (304-625-5590) if they have already submitted their packet and need a status update.

*For Employment or Licensing: Advise callers to pay special attention to the directions on the page that deal with background checks for these purposes because they may be required to go through their state bureau of identification, requesting federal agency, or another authorized channeling agency.

*Refer your caller to NICS Customer Service (1-877-324-6427) if the background check has anything to do with a firearm.

FBI employment verification

We **do not confirm or deny** an individual's employment status with the FBI. If your caller is a financial institution, or a land-lord, please advise the caller that the individual in question must initiate the process for employment verification with FBIHQ.

Freedom of Information Act Requests (FOIA)

The PAL cannot release information to a person regarding themselves or another individual. A **Freedom of Information Act** request has to be approved and managed through FBIHQ.

Advise the caller that:

- To make a freedom of information request a letter should be written stating you would like any information the FBI has on you and include the following:
  - Full Name *plus* Any Aliases or Maiden Names
  - Date and Place of Birth
  - Social Security Number (optional)
  - Notarized Letter
  - If the request is for information about a third party, you must submit a notarized authorization or Privacy Waiver & Certification of Identity Form from that party.
  - State how much you are willing to pay for duplication fees if any are assessed.
- Send all of the above to the following address:

  Federal Bureau of Investigation

  Record Information/Dissemination Section

  170 Marcel Drive

  Winchester, VA 22602-4843

- These requests can also be faxed to 540-868-4995.

Online FOIA Requests:

- Callers can go to FBI.gov/FOIA to view instructions and additional information regarding FOIA requests.
- A sample FOIA request letter is also available online.
- The FBI's most popular case files are also available for reading online in the "Vault". A link is available on the FBI.gov/FOIA webpage.
- If you have any questions about preparing or submitting requests, call our FOIA Requestor Service Center at **(540) 868-1535** to hear helpful recorded information.

Fugitive Tips

Determine that the person is wanted and by which agency:

The federal government's primary agency for fugitive investigations is the United States Marshals Service (USMS). The FBI, however, does take leads on specific Federal Fugitive cases. [redacted] b7E

If the Person is WANTED by the FBI:

Does the caller know the individual being reported?

[redacted] b7E

If the Person is NOT wanted by the FBI:

[redacted] b7E

US Marshals Fugitive Tips: usms.wanted@usdoj.gov

US Marshals Main Line: 1-800-336-0102

Gun Check Issues/NICS

http://www.fbi.gov/about-us/cjis/nics for appeal information and FAQs

HIPAA Violations

Violations of the **Health Insurance Portability and Accountability Act** should be referred to the **Department of Health & Human Services** [redacted] b7E

- Website: ***www.HHS.gov***

[redacted]

To report Health Information Privacy Violations:

Department of Health and Human Services' Office for Civil Rights

http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html

Housing Discrimination

Federal law prohibits housing discrimination based on race, color, national origin, religion, sex, familial status, or disability. If the complainant has been trying to buy or rent a home or apartment and believes their civil rights have been violated, refer them to the *US Department of Housing & Urban Development (HUD)'s* **Office of Fair Housing & equal Opportunity**. To report Housing Discrimination:

- Online Form: http://www.hud.gov/offices/fheo/online-complaint.cfm
- By Phone: **1-800-669-9777**
- By Mail: **Office of Fair Housing and Equal Opportunity**
  Department of Housing and Urban Development
  451 Seventh Street, Room 5204
  Washington, D.C. 20410-2000

Moving Company Hostage Freight

When a moving company is holding a person's or company's possessions hostage and demanding more money for the release of the items than that stated in the original agreement, refer complainant to the **Federal Motor Carrier Safety Association (FMCSA)** at 1-888-368-7238 or www.1-800-DOT-SAFT.com.

OTHER REFERRALS

Americans with Disabilities Act Violations

You can file an Americans with Disabilities Act complaint alleging disability discrimination against a State or local government or a public accommodation (including, for example, a restaurant, doctor's office, retail store, hotel, etc.) by mail or e-mail. To learn more about filing an ADA complaint, visit www.ada.gov/filing_complaint.htm). To file an ADA complaint you may fill out this form and mail or fax the form to:

US Department of Justice 950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

Fax: (202) 307-1197

You may also file a complaint by E-mail at ADA.complaint@usdoj.gov.

If you have questions about filing an ADA complaint, please call:

ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).

Main Section Telephone Number: 202-307-0663 (voice and TTY)

Attorney General, State

- Phone numbers for individual states are available on the PAL SharePoint Site [redacted] b7E
- Website information for individual states is also available at the link above.

• Issues Covered: Varies by state, but typically matters that *are* a violation that do not meet FBI thresholds, like fraud, local police / court system complaints, identity theft, harassment, computer intrusion (small-scale, individual), etc.

Biometrics Services Section (BSS) Customer Service

• Phone: 304-625-5590

• Issues Covered: Fingerprint and background check inquiries.

Bureau of Alcohol, Tobacco, Firearms, & Explosives (ATF)

• Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E

• Web: www.ATF.gov

• Issues Covered: Illegal use and trafficking of firearms, firearm registrations and other issues, illegal use and storage of explosives, acts of arson and bombings, and the illegal diversion of alcohol and tobacco products

Department of Education

• Phone: 1-800-872-5327 (1-800-USA-LEARN)

• Web: www.ED.gov

• Issues Covered: Student loans, fraudulent student loans or offers, complaints against college or university administration, admission discrimination, etc.

Department of Health and Human Services

• Phone: 1-877-696-6775

• Web: www.HHS.gov

• Issues Covered: Medicare & Medicaid benefits, Welfare, Food stamps, food stamp fraud, etc.

Department of Homeland Security

• Phone: 202-282-8000

• Web: www.DHS.gov

• Issues Covered: Immigration & Customs Enforcement (ICE.gov), US Citizenship & Immigration Services (USCIS.gov), national security and terrorism prevention (Secret Service, usSS.gov), Customs & Border Patrol (CBP.gov), US Coast Guard, etc.

Department of State

• Phone: 1-800-877-8339

• Web: www.State.gov

• Issues Covered: Passport Applications, Lost or Stolen Passports, Passport alerts for endangered children at risk of being taken out of the country, issues with US Citizens in foreign travel (missing abroad), Visas, etc.

Elder Fraud or Financial Exploitation

• National Center on Elder Abuse (NCEA)

• Web: http://www.ncea.aoa.gov/Stop_Abuse/Get_Help/State/index.aspx

or contact the adult protective services agency in the applicable state.

Federal Communications Commission

• Phone: 1-888-225-5322

• Web: www.FCC.gov

• Issues Covered: Cable Television Service Provider Complaints, Landline and Wireless (mobile, cellular) Telephone Service Complaints, Issues with any interstate and international communications by radio, television, wire, satellite or cable.

Food & Drug Administration

• Phone: 1-888-463-6332

• Web: www.FDA.gov

• Issues Covered: Medical Drugs and Medical Products, Animal & Veterinary goods (such as flea & tick medications, foods, etc.), Cosmetics, Radiation-Emitting products, Tobacco Products, Vaccines, etc.

Federal Emergency Management Agency (FEMA)

• Phone: 1-800-621-3362 (800-621-FEMA)

- Web: www.FEMA.gov
- Issues Covered: Disaster relief, fraudulent practices in disaster relief, etc.

Federal Trade Commission

- Phone: 1-877-382-4357
- Web: www.FTC.gov

E-mail: econsumerwb@ftc.gov

eConsumer.gov is a portal for consumers to report complaints about online and related transactions with foreign companies.

- Issues Covered: Auto Dealer & Dealership Complaints, Debt Collectors & Debt Collection Practices, Telemarketing Fraud, Gift Card Fraud, Identity Theft, Lottery Scams, Unfair Business Practices, Fraudulent Business Practices, etc.

Intellectual Property Rights Center

- Phone: 1-866-477-2060 (866-IPR-2060)
- Web: www.IPRCenter.gov/referral
- Issues Covered: Counterfeited goods, copyright or trademark infringement, theft of trade secrets, "pirated" movies/music/etc.

Internal Revenue Service (IRS)

- Phone: 1-800-829-1040
- Web: www.IRS.gov
- Issues Covered: Tax Fraud, Verify taxes due, tax return fraud, etc.

Internet Crimes Complaint Center (IC3)

- Phone calls are not accepted at this time.
- Web: www.IC3.gov
- Issues Covered: Fraud complaints, lottery scams, sweetheart scams, the "FBI virus", Spam emails, individual computer intrusion (not businesses), etc.

Local Police

• Issues covered: petty theft, break-ins, harassment issues, threats, child abuse/neglect, etc.

National Human Trafficking Resource Center

- http://www.polarisproject.org/what-we-do/national-human-trafficking-hotline/the-nhtrc/
- Phone: 1-888-373-7888

National Sex Offender Public Registry

• www.nsopr.gov

Secret Service

• Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E

• Web: www.SecretService.gov

• Issues Covered: ATM Machine Fraud, Credit Card Fraud, Counterfeiting US Currency, financial institution fraud, computer and telecommunications fraud, false identification documents, access device fraud, advance fee fraud, and electronic funds transfer fraud.

Social Security Administration

• Phone: 1-800-772-1213, or 1-800-269-0271

• Web: www.ssa.gov/oig

• Issues Covered: Social Security Fraud, Stolen Social Security Number, etc.

StopFraud.gov

• Web: www.stopfraud.gov/report.html

Terrorist Screening Center

[redacted] b7E

• Web: www.fbi.gov/about-us/nsb/tsc

• Issues Covered: Maintains watch list of persons known or reasonably-suspected of being involved in terrorist activity. Provides information to

agencies who grant visas, entry into the US or aircraft to fight terrorism.

[redacted] b7E

Transportation Safety Administration (TSA)

- Phone: 1-866-289-9673
- Web: www.TSA.gov
- Issues Covered: Airline, railway, and public transport safety issues, airport security, etc.

Treasury Inspector General for Tax Administration

- Phone: 1-800-366-4484
- Web: www.treasury.gov/tigta
- Issues Covered: Phone scams involving false accusations of unpaid taxes, tax fraud, IRS agent impersonation

US Fish and Wildlife Service

It is illegal to take, kill or possess migratory birds (such as a raptor – eagle, hawk, falcon, owl, or vulture) without a federal permit issued by the USFWS. Website: http://www.fws.gov/

US Marshals Service

- Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E
- Web: www.usmarshals.gov
- Issues Covered: Fugitives, federal prisoner transport, witness protection & security, judicial security, etc.

US Postal Inspectors

- Phone: 1-877-876-2455
- Web: PostalInspectors.USPIS.gov
- Issues Covered: Mail fraud, mail theft, identity theft, mailbox vandalism, small export issues

U.S. Securities and Exchange Commission (SEC)

Center for Complaints and Enforcement Tips

Online Form: www.sec.gov/complaint.shtml

Phone: (800) 732-0330

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COMMON PROTOCOLS

Common Protocols

NCIC

- NCIC Queries – Criminal History
- NCIC – Vehicle Registration Queries
- NCIC – Driver License Queries
- NCIC Queries – Gun Query
- NCIC Queries – Securities Query

Quick Reference Sheets

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FEDERAL BUREAU OF INVESTIGATION
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FOI/PA# 1397123-0

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INTERVIEW QUESTIONS

Interview Questions

- Interview Questions; Public Access Line Unit; Revised 08/24/2017

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
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FOI/PA# 1397123-0

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MC3 DOCUMENTS

MC3 Documents

- MC3 Request EC – Template

What is an MC3:

An MC3 (Major Case Contact Center) is a service offered to FBI field offices and HQ divisions. The Public Access Line establishes a dedicated option off the 1-800-CALL FBI number for the public to reach in order to provide information regarding a specific FBI case file. [redacted] b7E

FEDERAL BUREAU OF INVESTIGATION
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REFERRALS

Referrals

- ATF Field Offices
- Attorneys General
- Federal Agencies Contact Sheet
- DEA Field Offices
- Department of Health & Human Services (HHS)
- Environmental Protection Agency (EPA) Regional Offices
- Federal & State Agency Referrals by Field Offices
- Federal Bureau of Prisons
- Federal Labor Relations Authority (FLRA) Regional Offices
- Homeland Security Principle Field Offices
- ICE Field Offices (Enforcement & Removal Operations)
- State Agencies
- US Marshals District Offices (By State)

ATF FIELD OFFICES		
OFFICE	PHONE #	AREAS COVERED
Atlanta	404-417-2600	Georgia
Baltimore	443-965-2000	Delaware, Maryland
Boston	617-557-1200	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Charlotte	704-716-1800	North and South Carolinas
Chicago	312-846-7200	Illinois
Columbus	614-827-8400	Indiana, Ohio
Dallas	469-227-4300	Northwest Texas, Oklahoma
Denver	303-575-7600	Colorado, Montana, Utah, Wyoming
Detroit	313-202-3400	Michigan
Houston	281-716-8200	Southeast Texas
Kansas	816-559-0700	Iowa, Kansas, Missouri, Nebraska
Los Angeles	818-265-2500	Southern California
Louisville	502-753-3400	Kentucky, West Virginia
Miami	305-597-4800	Southeast Florida, Caribbean
Nashville	615-565-1400	Alabama, Tennessee
Newark	973-413-1170	New Jersey
New Orleans	504-841-7000	Arkansas, Louisiana, Mississippi
New York	646-335-9000	New York
Philadelphia	215-446-7800	Pennsylvania
Phoenix	602-776-5400	Arizona, New Mexico
San Francisco	925-557-2800	Northern California, Nevada
Seattle	206-204-3205	Alaska, Guam, Hawaii, Idaho, Oregon, Washington
St Paul	651-726-0200	Minnesota, North and South Dakotas, Wisconsin
Tampa	813-202-7300	Northwest Florida
Washington (DC)	202-648-8010	Virginia, DC

ATTORNEYS GENERAL

Alabama	Luther Strange	334-242-7300
Alaska	Michael Geraghty	907-465-2133
Arizona	Tom Horne	602-542-4266
California	Kamala Harris	916-445-9555
Colorado	John Suthers	720-508-6000
Connecticut	George Jepsen	860-808-5318
Delaware	Joseph R. Biden III	302-577-8338
DC	Irvin Nathan	202-727-3400
Florida	Pam Bondi	850-414-3300
Georgia	Sam Olens	404-656-3300
Hawaii	David Louie	808-586-1500
Idaho	Lawrence Wasden	208-334-2400
Illinois	Lisa Madigan	312-814-3000
Indiana	Greg Zoeller	317-232-6201
Iowa	Tom Miller	515-281-5164
Kansas	Derek Schmidt	785-296-2215
Kentucky	Jack Conway	502-696-5300
Louisiana	James D. Caldwell	225-326-6000
Maine	Janet T. Mills	207-626-8800
Maryland	Douglas F. Gansler	410-576-6300
Mass.	Martha Coakley	617-727-2200
Michigan	Bill Schuette	517-373-1110
Minnesota	Lori Swanson	651-296-3353
Mississippi	Jim Hood	601-359-3680
Missouri	Chris Koster	573-751-3321
Montana	Tim Fox	406-444-2026
Nebraska	Jon Bruning	402-471-2682
Nevada	Catherine C. Masto	775-684-1100
New Hamp.	Michael Delaney	603-271-3658
New Mexico	Gary King	505-827-6000
New York	Eric Schneiderman	518-474-7330
North Carolina	Roy Cooper	919-716-6400
North Dakota	Wayne Stenehjem	701-328-2210
New Jersey	John Hoffman	609-292-4925
Ohio	Mike Dewine	614-466-4320
Oklahoma	Scott Pruitt	405-521-3921
Oregon	Ellen F. Rosenblum	503-378-6002
Pennsylvania	Kathleen Kane	717-787-3391
Puerto Rico	Luis S. Betances	787-721-2900
Rhode Island	Peter Kilmartin	401-274-4400
South Carolina	Alan Wilson	803-734-3970
South Dakota	Marty J. Jackley	605-773-3215
Tennessee	Robert E. Cooper	615-741-3491
Texas	Greg Abbott	512-463-2100
Utah	John Swallow	801-538-9600
Vermont	William H. Sorrell	802-828-3173
Virginia	Ken Cuccinelli	804-786-2071
Washington	Bob Ferguson	360-753-6200
West Virginia	Patrick Morrisey	304-558-2021
Wisconsin	J.B. Van Hollen	608-266-1221
Wyoming	Greg Phillips	307-777-7841

AGENCY NAME	WEBSITE	TELEPHONE	ALTERNATE CONTACT	REASONS TO CONTACT
ATF (Bureau of Alcohol, Tobacco, Firearms)	www.ATF.gov	1-800-283-4867		Alchohol, Tobacco, Firearms & Explosives
Consumer Financial Protection Bureau	www.CFPB.gov	1-855-411-2372		PayDay Loan Scams, Predatory Lending, etc.
Consumer Safety Product Commission	www.SafeProducts.gov	1-800-638-2772		Unsafe products
Department of Homeland Security	www.DHS.gov	202-282-8000		Terrorist Watch List, Some Cyber Crimes
Department of Labor	www.DOL.gov	1-866-487-2365		Labor/Employment Disputes & Concerns
Department of State	www.State.gov	1-877-487-2778	202-647-4000 Passport Info	Passports, Missing Abroad, Visas
Do Not Call Registry	www.DoNotCall.gov	1-888-382-1222		Nat'l Do Not Call Registry, run by FTC
Federal Bureau of Prisons	www.bop.gov	202-307-3198		Issues in federally-run correctional facilities
Federal Communications Commission	www.FCC.gov	1-888-225-5322		Cable, Cellular, Pager, Radio, Satellite,Wireless Complaints
Federal Labor Relations Authority	www.flra.gov	202-218-7770		Unfair Labor Practices, Arbitration
Federal Motor Safety Carrier Commission	http://nccdb.fmcsa.dot.gov	1-888-368-7238		Hostage Moving Trucks
Federal Trade Commission	www.FTC.gov	1-877-382-4357		ID Theft, Gift Card Fraud, Telemarketing Fraud, etc.
Fingerprints (BSS Customer Service)	FBI.gov	304-625-5590		Issues with fingerprint submission or delays
Food and Drug Administration	www.FDA.gov	1-888-463-6332		Medical Drugs, Online Pharmacies
Intellectual Property Rights Center	www.iprcenter.gov/referral	1-866-477-2060		Copyright violations, Piracy, etc.
Internal Revenue Service (IRS)	www.IRS.gov	202-622-5000		Taxes
Internet Crimes Complaint Center	www.IC3.gov	NO Phone Calls!		Internet, Text, Email Scams/Fraud
Immigration & Customs Enforcement (ICE)	www.ICE.gov	1-866-347-2423		Immigration Issues, Customs Violations, etc.
Nat'l Center for Missing/Exploited Children	www.MissingKids.com	1-800-843-5678	www.CyberTipline.com	Crimes Against Children, Abduction (missing child), Child Porn
National Sex Offender Public Registry	www.NSOPR.gov			Sex Offenders
NICS (Gun Background Checks)	www.fbi.gov/NICS	1-877-FBI-NICS	CS limited hrs12p-5pm ET, M-Th	Gun Rights, Background Checks for Guns
Office of Fair Housing & Equal Opportunity	www.HUD.gov	1-800-669-9777		Fair Housing Complaints & Discrimination
Social Security Administration	www.SSA.gov	1-800-772-1213 (general #)	1-800-269-0271(Fraud #)	Social Security Fraud
Transportation Security Administration	www.TSA.gov	1-866-289-9673	for General TSA Info.	Draft 71 for Suspicious Activity or Threats
Treasury Inspector General (Tax Admin)	www.treasury.gov/tigta	1-800-366-4484		IRS scams, tax fraud, IRS Agent impersonation
Terrorist Screening Center		1-866-872-5678		Terrorist Watch List
US Customs & Border Patrol	www.eallegations.cbp.gov	1-800-BE-ALERT	1-877-227-5511	Import/Export Violations & Fraud
US Marshalls Service	www.usmarshals.gov	202-307-9100		Witness Protection, Federal Fugitives
US Office of the Trustee	www.justice.gov/ust	USTP.Bakruptcy.Fraud@usdoj.gov		Bankruptcy Fraud
US Postal Inspectors	http://PostalInspectors.USPIS.gov	1-877-876-2455	Option 4 for Fraud	Mail Fraud
US Postal Service	www.uspsoig.gov	1-888-877-7644	online form	Complaint on Post Office/Postal Worker
Veterans Affairs	www.va.gov	1-800-827-1000	1-877-222-VETS	Issues Related to Veteran Benefits, etc.
Veterans Administration (Health)	www.va.gov/health	1-800-488-8244	1-877-222-VETS	VA Fraud, VA hospital complaints

National Suicide Hotline (for emergent suicide situation) 1-800-273-8255 (Crisis #) t info, warm transfer, stay on line and report info to Hotline Representative; connect stating "xxx is going to take over the call now"

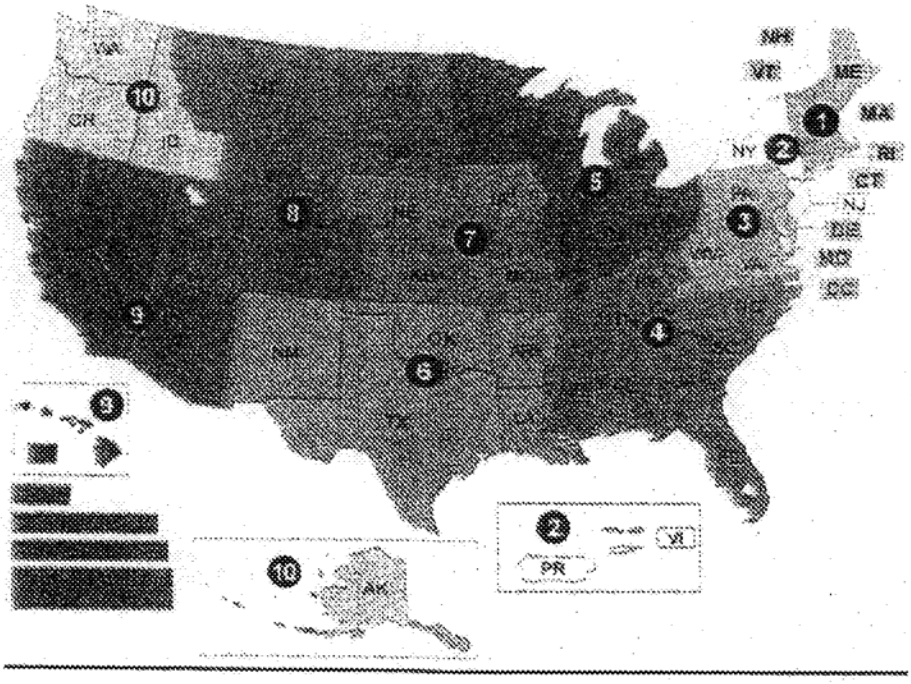
SAMHSA (Substance Abuse & Mental Health) 1-800-662-4357

Revision 06/13/2017

DEA FIELD OFFICES		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-893-7000	Georgia, North and South Carolinas, Tennessee
Boston	617-557-2100	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Chicago	312-353-7875	Illinois, Indiana, Minnesota, North Dakota, Wisconsin
Dallas	214-366-6900	Oklahoma, Northern Texas
Denver	720-895-4040	Colorado, Montana, Utah, Wyoming
Detroit	313-234-4000	Kentucky, Michigan, Ohio
El Paso	915-832-6000	New Mexico
Houston	713-693-3000	Central, Southern and Western Texas, New Mexico
Los Angeles	213-621-6700	Central California, Hawaii, Nevada
Miami	954-660-4500	Florida
Newark	973-776-1100	New Jersey
New Orleans	504-840-1100	Alabama, Arkansas, Louisiana, Mississippi
New York	212-337-3900	New York
Philadelphia	215-861-3474	Delaware, Pennsylvania
Phoenix	602-664-5600	Arizona
San Diego	856-616-4100	San Diego & Imperial Counties in California
San Francisco	415-436-7900	Northern California
Seattle	206-553-5443	Alaska, Idaho, Oregon, Washington (state)
St Louis	314-538-4600	Iowa, Kansas, Missouri, Nebraska, South Dakota
Washington (DC)	202-305-8500	Maryland, Virginia, Washington DC, West Virginia

DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS)			
REGION	CITY	PHONE #	AREAS COVERED
1	Boston	617-565-1500	Connecticut, Maine, Mass., New Hampshire, Rhode Island, Vermont
2	New York	212-264-4600	New Jersey, New York, Puerto Rico, Virgin Islands
3	Philadelphia	215-861-4633	Delaware, DC, Maryland, Pennsylvania, Virginia, West Virginia
4	Atlanta	404-562-7888	Alabama, Florida, Georgia, Kentucky, Miss., North & South Carolinas, Tenn.
5	Chicago	312-353-5160	Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
6	Dallas	214-767-3301	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
7	Kansas City	816-426-2821	Iowa, Kansas, Missouri, Nebraska
8	Denver	303-844-3372	Colorado, Montana, North & South Dakotas, Utah, Wyoming
9	San Francisco	415-437-8500	Arizona, California, Hawaii, Nevada, Guam
10	Seattle	206-615-2010	Alaska, Idaho, Oregon, Washington

ENVIRONMENTAL PROTECTION AGENCY (EPA) REGIONAL OFFICES



Region 1 (New England) – 888-372-7341 – 617-918-1111

Region 2 - 877-251-4575

Region 3 (Mid-Atlantic) – 800-438-2474

Region 4 (Southeast) – 800-241-1754

Region 5 - 800-621-8431

Region 6 (South Central) – 800-887-6063

Region 7 (Midwest) – 800-223-0425

Region 8 (Mountains and Plains) – 800-227-8917, Spanish hit option 5

Region 9 (Pacific Southwest) – 866-372-9378

Region 10 (Pacific Northwest) – 800-424-4372

FIELD DIVISION	ATF	Attorney General	DEA	FDA	OHHS	SECRET SERVICE	US MARSHALS
Albany, NY	646-335-9000	800-771-7755	212-337-3900	888-251-4575	212-264-4600	718-840-1000	718-260-0400
Albuquerque, NM	602-776-5400	844-255-9210	915-832-6000	800-887-6063	214-767-3301	505-248-5290	505-346-6400
Anchorage, AK	206-204-3205	907-269-5100	206-553-5443	800-424-4372	206-615-2010	907-271-5148	907-271-5154
Atlanta, GA	404-417-2600	404-656-3300	404-893-7000	800-241-1754	404-562-2800	404-331-6111	404-331-6833
Baltimore, MD	443-965-2000	888-743-0023	202-305-8500	800-438-2474	215-861-4633	443-263-1000	410-962-2220
Birmingham, AL	615-565-1400	800-392-5658	504-840-1100	800-241-1754	404-562-2800	205-731-1144	205-307-7300
Boston, MA	617-557-1200	617-727-2200	617-557-2100	888-372-7341	617-565-1500	617-565-5640	617-748-2500
Buffalo, NY	646-335-9000	800-771-7755	212-337-3900	877-251-4575	212-264-4600	716-551-4401	716-348-5300
Charlotte, NC	704-716-1800	919-716-6400	404-893-7000	800-241-1754	404-562-2800	704-442-8370	704-350-8000
Chicago, IL	312-846-7200	800-386-5438	312-353-7875	800-621-8431	312-353-5160	312-353-5431	312-353-5290
Cincinnati, OH	614-827-8400	800-262-0515	313-234-4000	800-621-8431	312-353-5160	513-684-3585	614-469-5540
Cleveland, OH	614-827-8400	800-262-0515	313-234-4000	800-621-8431	312-353-5160	216-750-2058	216-522-2150
Columbia, SC	704-716-1800	803-734-3970	404-893-7000	800-241-1754	404-562-2800	864-233-1490	803-765-5821
Dallas, TX	469-227-4300	800-252-8011	214-366-6900	800-887-6063	214-767-3301	972-868-3200	214-767-0836
Denver, CO	303-575-7600	720-508-6000	720-895-4040	800-227-8917	303-844-3372	303-850-2700	303-335-3400
Detroit, MI	313-202-3400	313-456-0240	313-234-4000	800-621-8431	312-353-5160	313-226-6400	313-234-5600
El Paso, TX	469-227-4300	800-252-8011	915-832-6000	800-887-6063	214-767-3301	915-532-2144	210-472-6540
Honolulu, HI	206-204-3205	808-586-1500	213-621-6700	866-372-9378	415-437-8500	808-541-1912	808-541-3000
Houston, TX	281-716-8200	800-252-8011	713-693-3000	800-887-6063	214-767-3301	713-868-2299	713-718-4800
Indianapolis, IN	614-827-8400	317-232-6330	312-353-7875	800-621-8431	312-353-5160	317-635-6420	317-226-6566
Jackson, MS	504-841-7000	601-359-3680	504-840-1100	800-241-1754	404-562-2800	601-965-4436	601-608-6800
Jacksonville, FL	813-202-7300	904-348-2720	954-660-4500	800-241-1754	404-562-2800	904-296-0133	850-942-8400
Kansas City, MS	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	816-460-0600	816-512-2000
Knoxville, TN	615-565-1400	615-741-3491	404-893-7000	800-241-1754	404-562-2800	865-545-4627	865-545-4182
Las Vegas, NV	925-557-2800	702-486-3420	213-621-6700	866-372-9378	415-437-8500	702-868-3000	702-388-6355
Little Rock, AR	504-841-7000	501-682-2007	504-840-1100	800-887-6063	214-767-3301	501-324-6241	501-324-6256
Los Angeles, CA	818-265-2500	916-445-9555	213-621-6700	866-372-9378	415-437-8500	213-894-4830	213-894-6820
Louisville, KY	502-753-3400	502-696-5300	313-234-4000	800-241-1754	404-562-2800	502-582-5171	502-588-8000

FIELD DIVISION	ATF	Attorney General	DEA	EPA	DHHS	SECRET SERVICE	US MARSHALS
Memphis, TN	615-565-1400	615-741-3491	404-893-7000	800-241-1754	404-562-2800	901-544-0333	901-544-3304
Miami, FL	305-597-4800	305-377-5441	954-660-4500	800-241-1754	404-562-2800	305-863-5000	786-433-6340
Milwaukee, WI	651-726-0200	608-266-1221	312-353-7875	800-621-8431	312-353-5160	414-297-3587	414-297-3707
Minneapolis, MN	651-726-0200	800-657-3787	312-353-7875	800-621-8431	312-353-5160	612-348-1800	612-664-5900
Mobile, AL	615-565-1400	800-372-5658	504-840-1100	800-241-1754	404-562-2800	251-441-5851	251-690-2841
New Haven, CT	617-557-1200	860-808-5318	617-557-2100	888-372-7341	617-565-1500	203-865-2449	203-773-2107
New Orleans, LA	504-841-7000	225-326-6000	504-840-1100	800-887-6063	214-767-3301	504-841-3260	504-589-6079
New York, NY	646-335-9000	800-771-7755	212-337-3900	877-251-4575	212-264-4600	718-840-1000	212-331-7200
Newark, NJ	973-413-1179	609-292-4925	973-776-1100	877-251-4575	212-264-4600	973-971-3100	973-645-2404
Norfolk, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	757-441-3200	540-857-2230
Oklahoma City, OK	469-227-4300	405-521-3921	214-366-6900	800-887-6063	214-767-3301	405-272-0630	405-231-4206
Omaha, NE	816-559-0700	402-471-2682	314-538-4600	800-223-0425	816-426-2821	402-965-9670	402-221-4781
Philadelphia, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	215-861-3300	215-597-7273
Phoenix, AZ	602-776-5400	602-542-5025	602-664-5600	866-372-9378	415-437-8500	602-640-5580	602-382-8768
Pittsburgh, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	412-281-7825	412-644-3351
Portland, OR	206-204-3205	877-877-9392	206-553-5443	800-424-4372	206-615-2010	503-326-2162	503-326-2209
Richmond, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	804-592-3086	540-857-2230
Sacramento, CA	925-557-2800	916-445-9555	415-436-7900	866-372-9378	415-437-8500	916-325-5481	916-930-2030
Salt Lake City, UT	303-575-7600	800-244-4636	720-895-4040	800-227-8917	303-844-3372	801-524-5910	801-524-5693
San Antonio, TX	281-716-8200	800-252-8011	713-693-3000	800-887-6063	214-767-3301	210-308-6220	210-472-6540
San Diego, CA	818-265-2500	916-445-9555	858-616-4100	866-372-9378	415-437-8500	619-557-5640	619-557-6620
San Francisco, CA	925-557-2800	916-445-9555	415-436-7900	800-372-9378	415-437-8500	415-576-1210	415-436-7677
San Juan, PR	305-597-4800	n/a	787-277-4700	877-251-4575	212-264-4600	305-863-5000	787-766-6000
Seattle, WA	206-204-3205	800-692-5082	206-553-5443	800-424-4372	206-615-2010	206-553-1922	206-370-8600
Springfield, IL	312-846-7200	800-243-0618	312-353-7875	800-621-8431	312-353-5160	217-726-8453	217-492-4430
St Louis, MO	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	314-539-2238	314-539-2212
Tampa, FL	813-202-7300	813-233-2880	954-660-4500	800-241-1754	404-562-2800	813-228-2636	813-483-4200
Washington, DC	202-648-8010	n/a	202-305-8500	800-438-2474	212-264-4600 215-861-4633	202-406-8800	202-616-8600

FEDERAL BUREAU OF PRISONS		
OFFICE	PHONE #	STATES COVERED
Central Office	202-307-3198	
Mid-Atlantic Region	301-317-3100	Delaware, Kentucky, Maryland, North Carolina, Tennessee, Virginia, West Virginia
North Central Region	913-621-3939	Colorado, Kansas, Iowa, Illinois, Indiana, Michigan, Minnesota, North & South Dakotas, Nebraska, Wisconsin
Northeast Region	215-521-7301	Connecticut, Mass., Maine, New Hamp., New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont
South Central Region	214-224-3389	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
Southeast Region	678-686-1200	Alabama, Florida, Georgia, Mississippi, Puerto Rico, South Carolina
Western Region	209-956-9700	Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming

FEDERAL LABOR RELATIONS AUTHORITY (FLRA) REGIONAL OFFICES		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-331-5300	Alabama, Florida, Georgia, Miss., South Carolina, U.S. Virgin Islands
Boston	617-565-5100	Connect., Maine, Mass., New Hamp, New Jersey, NY, PA, Puerto Rico, Rhode Island, Vermont
Chicago	312-886-3465	Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, Tennessee, Wisconsin
Dallas	214-767-6266	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
Denver	303-844-5224	Arizona, Colorado, Kansas, Missouri, Montana, Nebraska, South Dakota, Utah, Wyoming
San Francisco	415-356-5000	Alaska, California, Hawaii, Idaho, Nevada, Oregon, Washington
Washington DC	202-357-6029	Delaware, DC, Maryland, North Carolina, Virginia, West Virginia

HOMELAND SECURITY PRINCIPLE FIELD OFFICES			
Atlanta	404-346-2300	Miami	305-597-6000
Baltimore	410-962-2620	New Orleans	504-310-8800
Boston	617-565-3100	New York	646-230-3200
Buffalo	716-565-2039	Newark	973-776-5500
Chicago	630-574-4600	Philadelphia	215-717-4800
Dallas	972-444-7300	Phoenix	602-514-7363
DC	703-285-6700	San Antonio	210-321-2800
Denver	303-721-3000	San Diego	619-744-4600
Detroit	313-226-0500	San Francisco	510-267-3800
El Paso	915-231-3200	San Juan	787-729-5151
Honolulu	808-532-3746	Seattle	206-442-2200
Houston	281-985-0500	Minneapolis	952-853-2940
Los Angeles	562-624-3800	Tampa	813-357-7000

ICE FIELD OFFICES (ENFORCEMENT & REMOVAL OPERATIONS)		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-893-1210	Georgia, North & South Carolinas
Baltimore	410-637-4000	Maryland
Boston	781-359-7500	Connecticut, Maine, Mass., New Hampshire, Rhode Island, Vermont
Buffalo	716-843-7600	Upstate New York
Chicago	312-347-2400	Illinois, Indiana, Wisconsin, Missouri, Kentucky, Kansas
Dallas	214-424-7800	North Texas, Oklahoma
Denver	720-873-2899	Colorado, Wyoming
Detroit	313-568-6049	Michigan, Ohio
El Paso	915-225-1901/1941	West Texas, New Mexico
Houston	281-774-4816	Southeast Texas
Los Angeles	213-830-7911	Counties: LA, Orange, Riverside, San Bern, Ventura, Santa Barb, San Luis
Miami	954-236-4900	Florida, Puerto Rico, U.S. Virgin Islands
Newark	973-645-3666	New Jersey
New Orleans	504-599-7800	Alabama, Arkansas, Louisiana
New York	212-264-4213	Counties of NYC, Duchess, Nassau, Putnam, Suffolk, Sullivan, Orange, Rockland, Ulster, Westchester
Philadelphia	215-656-7164	Delaware, Pennsylvania, West Virginia
Phoenix	602-766-7030	Arizona
Salt Lake City	801-886-7400	Utah, Idaho, Montana, Nevada
San Antonio	210-967-7012	Central South Texas
San Diego	619-557-6343	Counties: San Diego, Imperial
San Francisco	415-844-5512	Northern California, Hawaii
Seattle	206-835-0650	Alaska, Oregon, Washington
St Paul	952-853-2550	Iowa, Minnesota, Nebraska
Washington (DC)	703-285-6200	DC, Virginia

US MARSHALS DISTRICT OFFICES (BY STATE)								
ALABAMA			DELAWARE			KANSAS		
	Northern	205-776-6200		All	302-573-6176		All	913-551-6727
	Middle	334-223-7401						
	Southern	251-690-2841	FLORIDA			KENTUCKY		
				Northern	850-942-8400		Eastern	859-233-2513
ALASKA				Middle	813-483-4200		Western	502-588-8000
	All	907-271-5154		Southern	786-433-6340			
						LOUISIANA		
ARIZONA			GEORGIA				Eastern	504-589-6079
	All	602-382-8768		Northern	404-331-6833		Middle	225-389-0364
				Middle	478-752-8280		Western	318-676-4200
ARKANSAS				Southern	912-652-4212			
	Eastern	501-324-6256				MAINE		
	Western	479-424-5000	HAWAII				All	207-780-3355
				All	808-541-3000			
CALIFORNIA						MARYLAND		
	Northern	415-436-7677	IDAHO				All	410-962-2220
	Eastern	916-930-2030		All	208-334-1298			
	Central	213-894-6820				MASS		
	Southern	619-557-6620	ILLINOIS				All	617-748-2500
				Northern	312-353-5290			
COLORADO				Central	217-492-4430	MICHIGAN		
	All	303-335-3400		Southern	618-482-9336		Eastern	313-234-5600
							Western	616-456-2438
CONNECTICUT			INDIANA					
	All	203-773-2107		Northern	574-236-8291	MINNESOTA		
				Southern	317-226-6566		All	612-664-5900
DC								
		202-353-0600	IOWA			MISSISSIPPI		
	Superior Co	202-616-8600		Northern	319-362-4411		Northern	662-234-6661
				Southern	515-284-6240		Southern	601-608-6800

US MARSHALS DISTRICT OFFICES (BY STATE)

MISSOURI		
	Eastern	314-539-2212
	Western	816-512-2000
MONTANA		
	All	406-247-7030
NEBRASKA		
	All	402-221-4781
NEVADA		
	All	702-388-6355
NEW HAMP		
	All	603-225-1632
NEW JERSEY		
	All	973-645-2404
NEW MEXICO		
	All	505-346-6400
NEW YORK		
	Northern	315-473-7601
	Eastern	718-260-0400
	Southern	212-331-7200
	Western	716-348-5300
N. CAROLINA		
	Eastern	919-856-4153
	Middle	336-332-8700
	Western	704-350-8000

N. DAKOTA		
	All	701-297-7300
OHIO		
	Northern	216-522-2150
	Southern	614-469-5540
OKLAHOMA		
	Northern	918-581-7738
	Eastern	918-687-2523
	Western	405-231-4206
OREGON		
	All	503-326-2209
PENN		
	Eastern	215-597-7273
	Middle	570-346-7277
	Western	412-644-3351
PUERTO RICO		
	All	787-766-6000
RHODE ISLAND		
	All	401-528-5300
S. CAROLINA		
	All	803-765-5821
S. DAKOTA		
	All	605-330-4351

TENNESSEE		
	Eastern	865-545-4182
	Middle	615-736-5417
	Western	901-544-3304
TEXAS		
	Northern	214-767-0836
	Eastern	903-590-1370
	Western	210-472-6540
UTAH		
	All	801-524-5693
VERMONT		
	All	802-951-6271
VIRGINIA		
	Eastern	703-837-5500
	Western	540-857-2230
WASHINGTON		
	Eastern	509-368-3600
	Western	206-370-8600
W. VIRGINIA		
	Northern	304-623-0486
	Southern	304-347-5136
WISCONSIN		
	Eastern	414-297-3707
	Western	608-661-8300
WYOMING		307-772-2196

ALABAMA	
Birmingham	205-731-1144
Mobile	251-441-5851
Montgomery	334-223-7601

ALASKA	
Anchorage	907-271-5148

ARIZONA	
Phoenix	602-640-5580
Tucson	520-622-6822

ARKANSAS	
Little Rock	501-324-6241

CALIFORNIA	
Fresno	559-487-5204
Los Angeles	213-894-4830
Riverside	951-276-6781
Sacramento	916-325-5481
San Diego	619-557-5640
San Francisco	415-576-1210
San Jose	408-535-5288
Santa Ana	714-246-8257
Ventura	805-383-5745

COLORADO	
Denver	303-850-2700

CONNECTICUT	
New Haven	203-865-2449

DELAWARE	
Wilmington	302-573-6188

DC	
Washington, DC	202-406-8000

FLORIDA	
Fort Myers	239-334-0660
Jacksonville	904-296-0133
Miami	305-863-5000
Orlando	407-648-6333
Tallahassee	850-942-9523
Tampa	813-228-2636
W. Palm Beach	561-659-0184

GEORGIA	
Albany	229-430-8442
Atlanta	404-331-6111
Savannah	912-652-4401

GUAM	
Hagatna	671-472-7395

HAWAII	
Honolulu	808-541-1912

IDAHO	
Boise	208-334-1403

ILLINOIS	
Chicago	312-353-5431
Springfield	217-726-8453

INDIANA	
Indianapolis	317-635-6420

IOWA	
DES MOINES	515-284-4565

KANSAS	
Wichita	316-267-1452

KENTUCKY	
Lexington	859-223-2358
Louisville	502-582-5171

LOUISIANA	
Baton Rouge	225-925-5436
New Orleans	504-841-3260

MAINE	
Portland	207-780-3493

MARYLAND	
Baltimore	443-263-1000

MASSACHUSETTS	
Boston	617-565-5640

MICHIGAN	
Detroit	313-226-6400
Grand Rapids	616-454-4671
Saginaw	989-497-0580

MINNESOTA	
Minneapolis	612-348-1800

MISSISSIPPI	
Jackson	601-965-4436

MISSOURI	
Kansas City	816-460-0600
Springfield	417-864-8340
St Louis	314-539-2238

MONTANA	
Billings	406-245-8585

NEBRASKA	
Omaha	402-965-9670

NEVADA	
Las Vegas	702-868-3000
Reno	775-784-5354

NEW HAMPSHIRE	
Manchester	603-626-5631

NEW JERSEY	
Atlantic City	609-383-8687
Newark	973-971-3100
Trenton	609-989-2008

NEW MEXICO	
Albuquerque	505-248-5290

NEW YORK	
Albany	518-436-9600
Buffalo	716-551-4401
JFK	718-553-0911
Melville	631-293-4028
New York	718-840-1000
Rochester	585-232-4160
Syracuse	315-448-0304
White Plains	914-682-6300

NORTH CAROLINA	
Charlotte	704-442-8370
Greensboro	336-547-4180
Raleigh	919-790-2834
Wilmington	910-313-3043

NORTH DAKOTA	
Fargo	701-239-5070

OKLAHOMA	
Oklahoma City	405-810-3000
Tulsa	918-581-7272

OHIO	
Cincinnati	513-684-3585
Cleveland	216-706-4365
Columbus	614-469-7370
Dayton	937-222-2013
Toledo	419-259-6434

OREGON	
Portland	503-326-2162

PENNSYLVANIA	
Harrisburg	717-221-4411
Philadelphia	215-861-3300
Pittsburgh	412-281-7825
Scranton	570-346-5781

PUERTO RICO	
San Juan	787-277-1515

RHODE ISLAND	
Providence	401-331-6456

SOUTH CAROLINA	
Charleston	843-388-0305
Columbia	803-772-4015
Greenville	864-233-1490

SOUTH DAKOTA	
Sioux Falls	605-330-4564

TENNESSEE	
Chattanooga	423-752-5125
Knoxville	865-545-4627
Memphis	901-544-0333
Nashville	615-736-5841

TEXAS	
Austin	512-916-5103
Dallas	972-868-3200
El Paso	915-532-2144
Houston	713-868-2299
Lubbock	806-472-7347
McAllen	956-994-0151
San Antonio	210-308-6220
Tyler	903-534-2933
Waco	254-741-0576

UTAH	
Salt Lake City	801-524-5910

VERMONT	
Burlington	802-651-4091

VIRGINIA	
Norfolk	757-441-3200
Richmond	804-592-3086
Roanoke	540-857-2208

WASHINGTON	
Seattle	206-553-1922
Spokane	509-353-2532

WEST VIRGINIA	
Charleston	304-347-5188

WISCONSIN	
Madison	608-264-5191
Milwaukee	414-297-3587

WYOMING	
Cheyenne	307-772-2380

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REFRESHER TRAINING MATERIAL

Refresher Training Material

- PAL Training 2015; Handling Common Questions & Situations

PAL UNIT TRAINING 2015

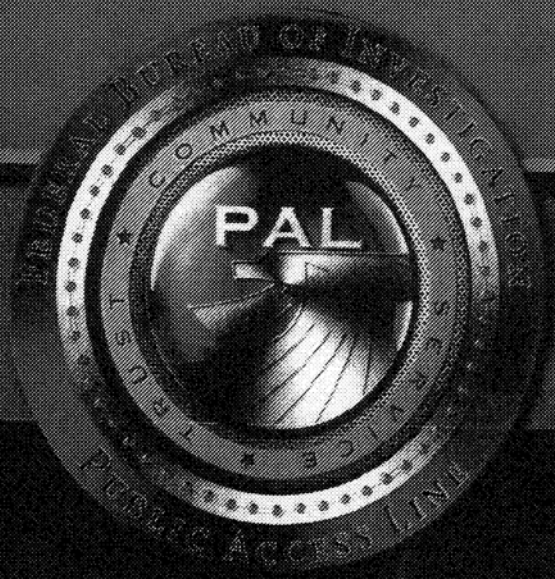
Handling Common Questions & Situations

PAL Guiding Principals

All situations should be handled in light of the PAL Guiding Principals:

- IT IS BETTER TO SEND INFORMATION THAT IS NOT NEEDED, THAN TO NOT SEND INFORMATION THAT IS NEEDED
- SOONER IS BETTER THAN LATER
- IT IS ALWAYS RIGHT TO BE POLITE

PAL UNIT TRAINING 2015



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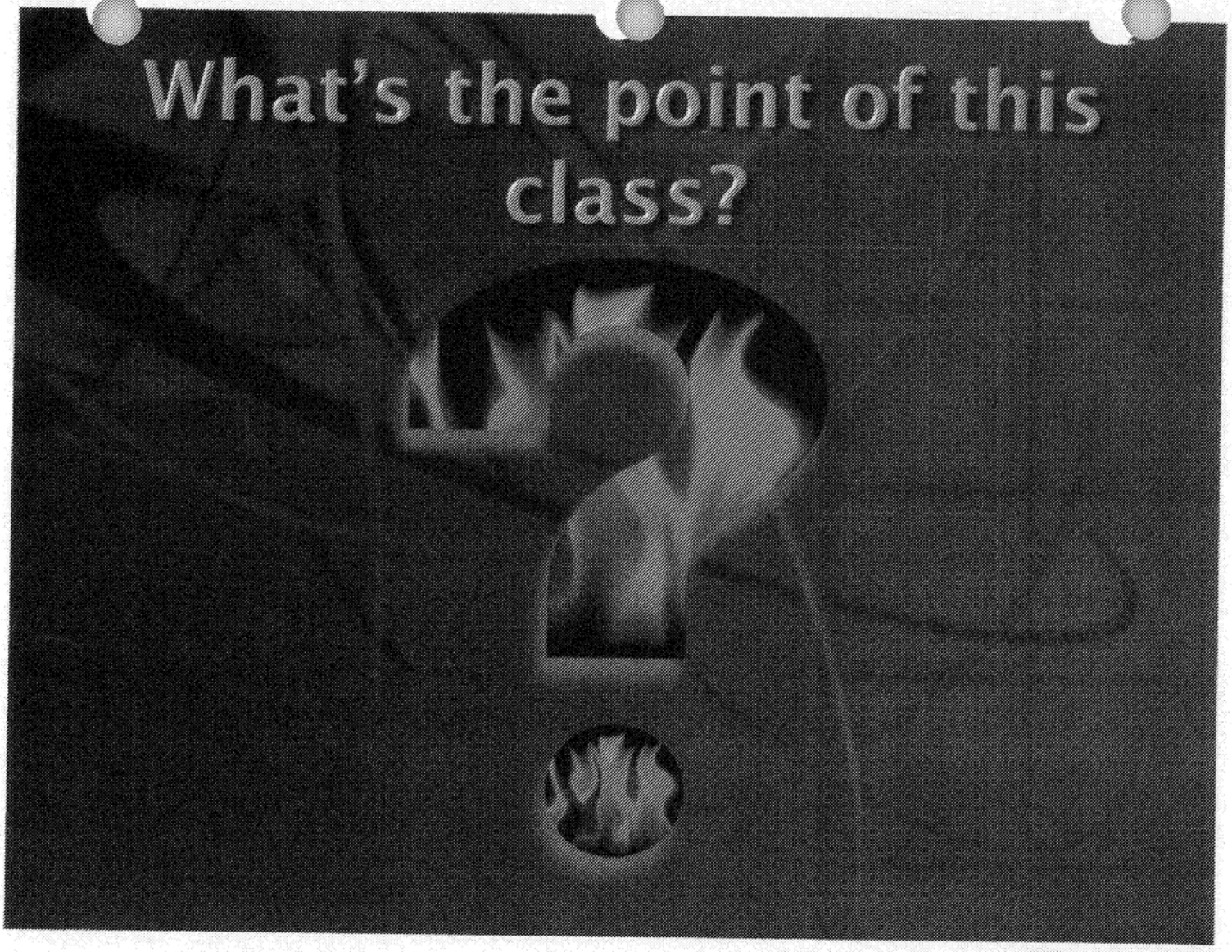
PAL UNIT TRAINING 2015

Active Listening Skills & Customer Service


What's the point of this class?

To receive some refresher training.

- Organizational Chart
- PAL Mission and Guiding Principles
- FBI Investigative Priorities
- Customer Service/Telephone Etiquette
- Active Listening
- Basic Interviewing Skills
- Quality Assurance Requirements

FBI Public Access Line (FBIPAL)

Part of the Information Services Branch, Deputy Director Jeremy M. Wiltz
National Criminal Background Check System, Section Chief, Kimberly Del Greco

- Unit Chief: [redacted]
- MPA: [redacted]
- MAPA [redacted]
- MAPA
- MAPA
- SSA: [redacted]
- SSA:
- SSA:
- SSA:
- SSA:
- SSA:
- Currently [redacted] CSR's assigned to the PAL unit.

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PAL's Mission

- The purpose of the FBI ***Public Access Line*** (PAL) is to serve as a central intake point through which the public can provide tip information about potential or ongoing crimes. The short-term goal of the PAL is to intake all telephonic tips from the public, which is currently being managed in a variety of ways. The long-term goal of the PAL is to cover various forms of intake from the public, including but not limited to, calls, e-mails, and facsimiles.

PAL Guiding Principles

- It is better to send the information that is not needed than to not send the information that is needed.
- Sooner is better than Later.
- It's ***always*** right to be polite.

What does the FBI investigate?

- What resources do you use to determine if the information your caller is communicating is a ***federal violation***?

Customer Service Telephone Etiquette

Customer Interaction

Measure # 1

- Be professional.
- Be courteous.
- Obtain a name with spelling and call back number.
- Allow the caller to state their issue *without interrupting* the caller.
- Ask the caller if you can place them on hold. When you return, thank them for holding.

Call Standards

GREETING

- "Thank you for calling the FBI. How may I help you?"

CLOSING

- "Thank you for your call"
- "Have a nice day"
- "Thank you for taking the time to call"
- "Is there anything else I can help you with?"

Top 10 telephone etiquette tips for customer service providers

- Greet
- Listen
- Empathize
- Probe
- Common courtesies
- Avoid Acronyms
- Offer Referrals
- Tone
- Appreciation
- Go the Distance

Customer Interaction

Measure # 2

- ***Conversation Control*** - Determine quickly as possible whether or not the matter reported is a *federal violation investigated by the FBI* by asking questions.

Hearing vs. Listening

- HEARING is one of the five senses.
  - Can you hear and still not listen?

- Listening is to hear AND *consider with thoughtful attention.*

ACTIVE LISTENING

Active Listening is a communication technique used in counselling, training and conflict resolution , which requires the listener to *feed back what they hear to the speaker*, by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, *to confirm the understanding of both parties*

The Purpose of Active Listening

Active Listening is a skill set designed to work toward each of these goals at the same time.

- Lower Emotions
- Establish Rapport
- Gather Information
- Encourage Conversation

Obstacles to Listening

- Environmental Factors
- Distractions
- Level of Investment
- Listening only for the Facts
- Preparing to ask the next question
- Note Taking
- Time, Fatigue, Hunger, Personal Obligations
- Pre-conceived Ideas or Assumptions

Here are some techniques designed to help you listen more actively and effectively.

Open Ended Statements & Questions

- Statements or questions that can not be answered with a "yes" or "no".

- "How may I help you?"
- "What did you see?"
- "What happened next?"
- "Why do you believe…?"

Minimal Encouragers

- Brief responses that indicate your presence and that you are listening.
- It gives the illusion of a conversation and confirms the communication process.

- "Uh-huh"
- "I see, keep going"
- "Ok"

Paraphrasing

- Putting the meaning into your own words
- Restatement
- Giving the meaning in another form
- Caller "I kept trying and trying and I couldn't get them to listen."
- CSR "It was frustrating that they would not listen to you."

Reflecting/Mirroring

- Repeating the last few words.
- Caller "It was late at night, maybe 11:30."
- CSR "Maybe 11:30"

Emotion Labeling

- Validation of the caller's feeling encourages additional disclosures.

- "You sound angry"
- "That must have been frustrating"
- "I can see that it upset you"

Summarization

- A period review, covering the main points of the caller's complaint in your words.
- "So what you've told me so far is....."
- "Let me make sure I've got this right"

Effective Pauses

- Use before or after saying something important.
- It allows time to focus.
- It sets your comments apart and demonstrates the significance you place on them.

The "I" Message

- Blaming yourself for misunderstood or confusing information.

- It is non-accusatory in nature
- No blame is assigned to the caller
- Rapport is maintained

- "I am confused by your comments. Help me understand."
- "Perhaps I have missed something."

Basic Interview Techniques

- Ask questions and clarify the information provided to you!
- Inquiring minds want to know
- WHO.....
- WHAT.....
- WHEN.....
- WHERE.....
- WHY.....
- ***DO NOT ASSUME*** *you know the answers to these questions.* Listen.

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Rules of Behavior

- Rules of Behavior; Public Access Line Unit 2017

DOES OF BEHAVIOR

Public Access Line Unit 2017

Rules of Behavior Acknowledgement

I understand and acknowledge the information set forth in these guidelines.

Name – Printed

Signature