



# 3VR CrimeDex Case Study

**Customer:** United States Postal Inspection Service

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Version 2.0

## • Customer

The United States Postal Inspection Service (USPIS) is the criminal investigative arm of the United States Postal Service (USPS). The USPIS is one of the oldest law enforcement agencies in the United States, created by the first postmaster, Benjamin Franklin, while the United States was still a colony of England. The USPS is an independent establishment of the executive branch of the United States government responsible for postal service in the U.S.

## • The Crime

Inspector Dennis Fernald with the United States Postal Inspection Service was contacted by a post office in the Portland, Oregon area about mail containing debit cards and checks that was being sent to a recently opened P.O. Box. After hearing about the situation, Insp. Fernald went to the post office to inspect the suspicious activity.

## • The Investigation

After learning the names of the banks where the mail originated, Insp. Fernald contacted several of the banks' local branches. Two of the banks had already lost \$18,000. Working with the banks, Insp. Fernald was able to obtain surveillance photos of the perpetrators making fraudulent transactions. They were also able to track the transactions because Insp. Fernald knew the account number from the mail going into the P.O. Box.

## • CrimeDex Solution

To speed the investigation, Insp. Fernald created a detailed CrimeDex alert with the thumbnail photos of the suspects provided by the banks. The alert also included a short description of the suspicious transactions.

In just under a week, an Oakland, California detective recognized the male suspect. He responded through CrimeDex with the name and social security

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## In Brief

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### Challenges:

- Fraud conducted in multiple states
- Crime involved the top three banks in the U.S.
- The case quickly grew from two suspects to a ring of fraudsters requiring the collaboration and coordination of multiple banks and law enforcement agencies

### 3VR Solution:

- CrimeDex

### Results and Benefits:

- Quickly shut down a fraud ring already responsible for \$500,000 in losses
- Able to easily collaborate with multiple law enforcement agencies and bank investigators

*"Being able to instantly disseminate information about this case to all necessary law enforcement agencies and bank investigators across the U.S. is just amazing. Without CrimeDex, this type of case would never get solved."*

*— Inspector Dennis Fernald, United States Postal Inspection Service*

number of the suspected criminal. When Insp. Fernald received the information, he ran it on his system and pulled up the driver's license number and police files on the suspect. It was a direct match.

Soon after the suspect was identified, another bank branch in Oakland contacted the detective because they experienced similar activity that had a common address with some of the fraudsters. With this new information, the case quickly grew from two suspects into a fraud ring responsible for approximately \$500,000 in total losses. With the evidence acquired through collaboration, arrests were made and the crime ring was thwarted.

### • CrimeDex Benefits

- The power of collaboration — Because CrimeDex alerts go to hundreds of law enforcement agencies and bank investigators across the nation, Insp. Fernald was able to stop an entire fraud ring rather than just capturing two suspects.
- Fast case resolution — Using CrimeDex, an entire fraud ring was stopped in just weeks from the initial report. According to Insp. Fernald, using traditional investigative techniques, the case would never have been completely solved.
- Information from multiple sources — This case required the collaboration of people across multiple law enforcement agencies and three of the top banks in the U.S. Because CrimeDex is a large information sharing system that brings together hundreds of financial institutions and retailers, and nearly 200,000 fraudulent check items, cases like this can be solved more quickly and easily.

### • About CrimeDex

3VR's CrimeDex® service is revolutionizing the investigative process by enabling collaboration between investigators and law enforcement professionals nationwide. CrimeDex counts more than 1,000 banks, credit unions, retailers, and law enforcement agencies as members. 3VR Security is combining the power of its Searchable Surveillance video system with CrimeDex's Internet platform to create a powerful and unique investigation tool to reduce crime and fight fraud.

### • About 3VR Security

3VR Security, Inc., [www.3vr.com](http://www.3vr.com), the searchable surveillance platform, provides the first video management system powered by a search engine with integrated video analytics. 3VR systems lower physical and operational costs while dramatically improving the effectiveness and efficiency of investigations for fraud, theft, and other crimes. Based in San Francisco, CA, the company is privately held with funding from Kleiner Perkins Caulfield & Byers, VantagePoint Ventures, In-Q-Tel, and DAG Ventures. 3VR is the three-time winner of the SIA best new video product, was named security product of the year from Frost & Sullivan 2006 and 2007 among other awards. For more information please visit: <http://www.3vr.com/>

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