

# ANNUAL REPORT

Fiscal Year 2018-2019



**DIVISION OF INVESTIGATIVE & FORENSIC SERVICES**  
Florida Department of Financial Services

I

**STANDARDS**

**PROFESSIONALISM**

**ETHICAL BEHAVIOR**

**PURSUIT OF FRAUD & ABUSE**





# DIFS ANNUAL REPORT 2018-2019

Letter from Jimmy Patronis, Chief Financial Officer

Letter From Simon Blank, DIFS Director

Office of the Director

Bureau of Fire, Arson, & Explosives Investigations

- North West Region
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- North Central Region
- South Central Region
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Bureau of Insurance Fraud

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DIFS Policy on Fraud Reporting Statute

Statistics

# DEAR FRIENDS,

Serving as the Chief Financial Officer (CFO) of Florida's Department of Financial Services, I get to make a difference in the lives of Floridians every single day by fighting financial fraud, erasing abuse and waste in government, reducing government spending and, promoting accountability. In this role, I have the unique opportunity of overseeing the operations of the Division of Insurance Fraud, and as such, I'm able to make these priorities a reality.

In this year's annual report, I'm excited to tell you about the Division of Investigative & Forensic Services' achievements, share a few unique cases, and also share how the detectives and prosecutors are working together to investigate, prosecute and hold accountable those who would commit crimes and take advantage of Florida's citizens and businesses.

In fact, it is through valued partnerships with prosecutors, the insurance industry, local citizens willing to report fraud and other law enforcement in the community, that we are able to take down dishonest fraudsters who scheme to defraud all of us.

With our anti-fraud reward program we're financially able to give back to those who assist our efforts. To date, the Department has awarded almost \$342,000 to more than 50 citizens who provided us with key information leading directly to arrests and convictions. I encourage you to take a moment to read about some of our achievements in the following pages.

Sincerely, -



Jimmy Patronis

Chief Financial Officer State of Florida





## LETTER FROM DIFS DIRECTOR SIMON BLANK

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On behalf of Chief Financial Officer Jimmy Patronis, Deputy Chief Financial Officer Jay Etheridge, and the men and women of the Florida Division of Investigative & Forensic Services (DIFS), I am pleased to present the annual report for the division's Fiscal Year 2018/2019.

During this year, Florida faced several critical events where DIFS provided support to our neighboring agencies. In June 2018, DIFS members provided aid in fighting the massive fires impacting Eastpoint, Florida. In October 2018, Florida's Panhandle suffered the wrath of Hurricane Michael that resulted in an estimated loss of over 10 billion dollars. DIFS was one of the first agencies to deploy troops to aid in the search and recovery efforts. DIFS immediately sent the Disaster Fraud Assistance Strike Team (DFAST) to the Panhandle aiming to educate the public and apprehend those violating insurance fraud related crimes.

Our commitment to the impacted area has remained strong and we continue to work with local and state agencies in an effort to protect local residents.

In addition to these challenges, DIFS received and vetted over 17,000 referrals, arrested 885 suspects and obtained over \$84.9 million in restitution for victims. Division members also responded to 3,433 fire calls and made 292 related arrests.

I would also like to recognize and thank our many partners within the industry as well as local, state and the federal government who provide their support in the fight against fraud, arson and misuse of state funds.

Sincerely,



Simon Blank

Director

Division of Investigative and Forensic Services



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# OFFICE OF THE DIRECTOR

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**SIMON BLANK**  
DIRECTOR

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**ERNIE STOLL**  
LIEUTENANT COLONEL

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# BUREAU OF FIRE, ARSON & EXPLOSIVES INVESTIGATIONS

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**JOSEPH STEADMAN**  
CHIEF

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**KARL MORGAN**  
DISTRICT I MAJOR

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**BRANDON BALL**  
DISTRICT II MAJOR

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# BUREAU OF FIRE, ARSON & EXPLOSIVES INVESTIGATIONS

The Bureau of Fire, Arson & Explosives Investigations' core mission includes the detection, investigation, apprehension and prosecution of offenders of arson and explosive related crimes. The Bureau also works to enhance investigations and prosecutions and to deter arson and explosive related crimes through education and training.

The Bureau is under the direction of Chief Joseph Steadman and is divided into two operational districts: District One and District Two. District One is comprised of two regions where District Two is comprised of three regions. These five regions respond to requests for service and provide investigative support to fire, police, citizens and visitors of Florida. District 1 is comprised of the North West and North East regions and is under the command of Major Karl Morgan. District 2 is comprised of the North Central, South Central and South regions and is under the command of Major Brandon Ball. The Bureau also supports the Division's Special Operations EOD and K-9 units.

The five regions are commanded by a law enforcement captain each. They contain 14 squads, each supervised by a lieutenant. The Bureau consists of 100 sworn officers and 15 civilian support staff members



## FISCAL YEAR 2018/2019 STATISTICS



**3,433**

Cases Initiated



**3,801**

Cases Closed



**312**

Cases Presented  
for Prosecution



**293**

Arrests



**149**

Convictions

**TO REPORT SUSPECTED ARSON,  
CALL 1-877-NO-ARSON (662-7766)**



## NORTH WEST REGION

Pensacola Field Office  
610 E. Burgess Road  
Pensacola, FL 32504  
(850) 453-7803

Panama City Field Office  
1022 W. 23rd St. Suite 670  
Hancock Center  
Panama City, FL 32405

Tallahassee Field Office  
Alexander Building, Suite 210  
Tallahassee, FL 32301  
(850) 413-3900

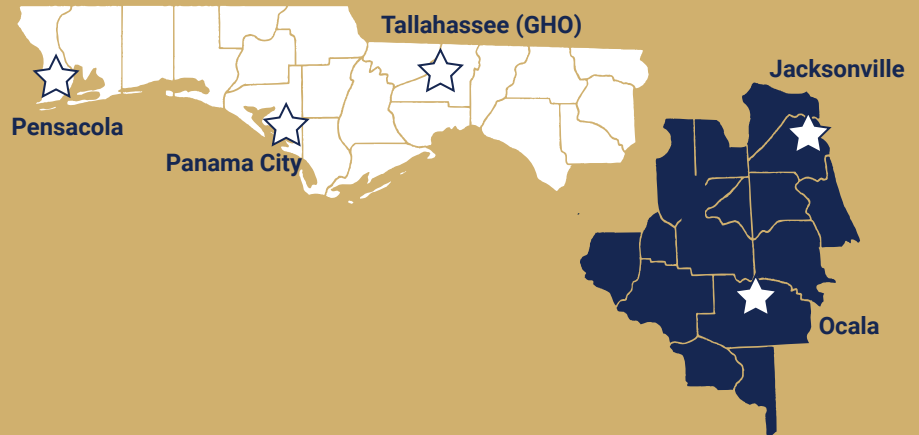
## NORTH EAST REGION

Jacksonville Field Office  
921 N Davis Street  
Building B, Suite 280  
Jacksonville, FL 32290  
(904) 798-5804

Ocala Field Office  
11655 NW Gainesville Rd, Bldg 8  
Ocala, FL 34482

# DISTRICT & REGIONAL BOUNDARIES

## DISTRICT I



## NORTH CENTRAL REGION

Daytona Field Office  
210 N Palmetto Ave, Suite 210  
Daytona Beach, FL 32114

Orlando Field Office  
400 West Robinson Street, Suite N402  
Orlando, FL 32801  
(407) 316-4790

## SOUTH CENTRAL REGION

Tampa Field Office  
8600 Hidden Rier Pkwy, Suite 200  
Tampa, FL 33637

Lake Wales Field Office  
1750 Longleaf Blvd, Ste 7  
Lake Wales, FL 33859

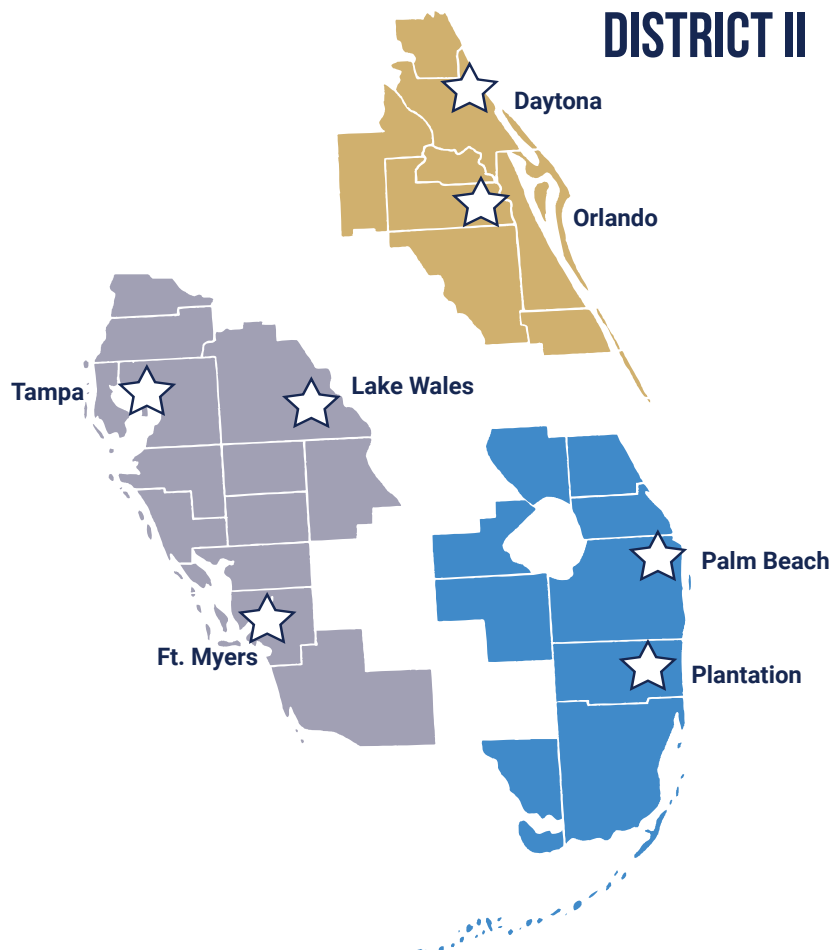
Ft. Myers Field Office  
4700 Terminal Drive, Suite 4  
Ft. Myers, FL 33907  
(239) 278-7533

## SOUTH REGION

Plantation Field Office  
6851 W. Sunrise Blvd Suite 1  
Plantation, FL 33313  
(954) 321-3704

West Palm Beach Field Office  
400 N Congress Ave, Suite 230  
West Palm Beach, FL 33401

## DISTRICT II



# NORTH WEST REGION

The North West Region is responsible for the enforcement of arson related crimes committed in Bay, Calhoun, Escambia, Gadsden, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Suwannee, Taylor, Wakulla, Walton and Washington Counties.

The region is divided into three field offices, directed by Major Karl Morgan, Captain Chris Welch and Lieutenants David O'Dell, Matthew Streichert and Jason Roberts.



**NORTH WEST REGION**  
**CHRIS WELCH**  
CAPTAIN

(850) 747-5888  
1022 W 23rd Street, Suite 670  
Panama City, FL 32504



PENSACOLA FIELD OFFICE  
Lieutenant David O'Dell

PANAMA CITY FIELD OFFICE  
Lieutenant Matthew Streichert

TALLAHASSEE FIELD OFFICE  
Lieutenant Jason Roberts

Squad	Cases Opened	Cases Closed	Presentations	Arrests
Pensacola Office	245	262	19	13
Panama City Office	181	171	25	22
Tallahassee Office	291	271	35	13

# NORTH EAST REGION

The North East Region is responsible for the enforcement of arson related crimes committed in Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Gilchrist, Levy, Marion, Nassau, Putnam, St. Johns, Sumter and Union Counties.

The region is divided into three field offices, directed by Major Karl Morgan, Captain Robert Stephens and Lieutenants Joseph Pietrafesa, Matthew Legler, and Ernest "Duane" Cooper.



**NORTH EAST REGION**  
**ROBERT STEPHENS**  
CAPTAIN

(904) 798-5804  
921 N Davis Street, Bldg. B Suite 280  
Jacksonville, FL 32290

JACKSONVILLE FIELD OFFICE  
Lieutenant Joseph Pietrafesa  
Lieutenant Ernest "Duane" Cooper

OCALA FIELD OFFICE  
Lieutenant Matthew Legler

Squad	Cases Opened	Cases Closed	Presentations	Arrests
Jacksonville Office #1	271	373	42	28
Jacksonville Office #2	219	266	25	27
Ocala Office	273	298	26	20

# NORTH CENTRAL REGION

The North Central Region is responsible for the enforcement of arson related crimes committed in Brevard, Flagler, Indian River, Lake, Orange, Osceola, Seminole and Volusia Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Jason Herrman and Lieutenants Paul Patterson and Cynthia Campina.



**NORTH CENTRAL REGION**  
**JASON HERRMAN**  
CAPTAIN

(407) 316-4790  
400 W Robinson Street, Suite N402  
Orlando, FL 32801

ORLANDO FIELD OFFICE  
Lieutenant Cynthia Campina

DAYTONA BEACH FIELD OFFICE  
Lieutenant Paul Paterson

Squad	Cases Opened	Cases Closed	Presentations	Arrests
Orlando Office	351	426	48	29
Daytona Office	276	349	47	30



# SOUTH CENTRAL REGION

The South Central Region is responsible for the enforcement of arson related crimes committed in Charlotte, Collier, Desoto, Hardee, Hernando, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk and Sarasota Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Phil Roman and Lieutenants Randy St. Clair, Stacy McIntyre and Joseph Minervini.



**SOUTH CENTRAL REGION**  
**PHIL ROMAN**  
CAPTAIN

(239) 278-7533  
4700 Terminal Drive, Suite 4  
Fort Myers, FL 33907

## TAMPA FIELD OFFICE

Lieutenant Randy St. Clair

## LAKE WALES FIELD OFFICE

Lieutenant Stacy McIntyre

## FORT MYERS FIELD OFFICE

Lieutenant Joseph Minervini

Squad	Cases Opened	Cases Closed	Presentations	Arrests
Tampa Office	238	204	6	13
Lake Walles Office	269	261	23	16
Fort Myers Office	259	256	29	30

# SOUTH REGION

The South Region is responsible for the enforcement of arson related crimes committed in Broward, Dade, Glades, Hendry, Martin, Monroe, Okeechobee, Palm Beach and St. Lucie Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Ross Holt and Lieutenants Anthony Mozealous, Edwin Tapanes and James Milton.



**SOUTH REGION  
ROSS HOLT**  
CAPTAIN

(954) 321-3704  
6851 W Sunrise Blvd, Suite 1  
Plantation, FL 33313



WEST PALM BEACH FIELD OFFICE  
Lieutenant Anthony Mozealous

PLANTATION FIELD OFFICE  
Lieutenant Edwin Tapanes  
Lieutenant James Milton

Squad	Cases Opened	Cases Closed	Presentations	Arrests
PLANTATION OFFICE FORT LAUDERDALE	164	188	31	2
PLANTATION OFFICE MIAMI	161	198	48	43
WEST PALM BEACH OFFICE	234	268	29	23

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# BUREAU OF INSURANCE FRAUD

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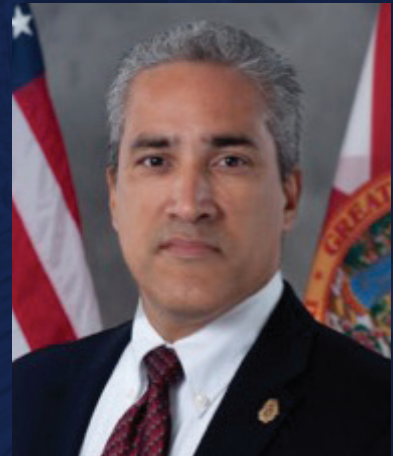
**EVANGELINA BROOKS**  
CHIEF

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**MIKE WOOD**  
DISTRICT I MAJOR

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**RAFAEL DELGADO**  
DISTRICT II MAJOR

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# BUREAU OF INSURANCE FRAUD

The Bureau of Insurance Fraud's core mission includes the investigation of alleged acts of insurance fraud not categorized under workers' compensation fraud, including; licensee, healthcare, application, vehicle, homeowners, commercial, disability, arson, and life insurance fraud. Within these categories are; organized schemes to defraud the public and insurers, insolvency of insurance companies due to internal fraud, criminal activity by unauthorized entities illegally doing business in Florida, and viatical related fraud.

The Bureau is under the direction of Chief Evangelina Brooks and is divided into two operational districts: District One and District Two. District One is comprised of three regions where District Two is comprised of two regions. District 1 is comprised of the North, North Central and West Central regions and is under the command of Major Mike Wood. District 2 is comprised of the South Central and South regions and is under the command of Major Rafael Delgado.

The five regions are commanded by a law enforcement captain. They contain 19 squads, each supervised by a lieutenant. The Bureau consists of 120 sworn officers and 32 civilian support staff members

## FISCAL YEAR 2018/2019 STATISTICS

**17,008**  
Suspected Fraud  
Referrals

**931**  
Cases Presented for Prosecution

**870**  
Arrests

**782**  
Convictions

**\$20,511,673.01**  
Restitution Requested

**\$84,890,579.11**  
Court Ordered Restitution

**TO REPORT SUSPECTED ARSON,  
CALL 1-877-NO-ARSON (662-7766)**



## NORTH REGION

Pensacola Field Office  
610 E. Burgess Road, Suite 100  
Pensacola, FL 32504  
(850) 453-7803

Tallahassee Field Office  
200 East Gaines St.  
Tallahassee, FL 32399-0324  
(850) 413-3115

Jacksonville Field Office  
921 N Davis St., Bldg B, Suite. 149  
Jacksonville, FL 32290  
(904) 798-5802

## NORTH CENTRAL REGION

Orlando Field Office  
400 W Robinson St., Suite 5-823  
Hurst Bldg., Orlando, FL 32801  
(407) 835-4402

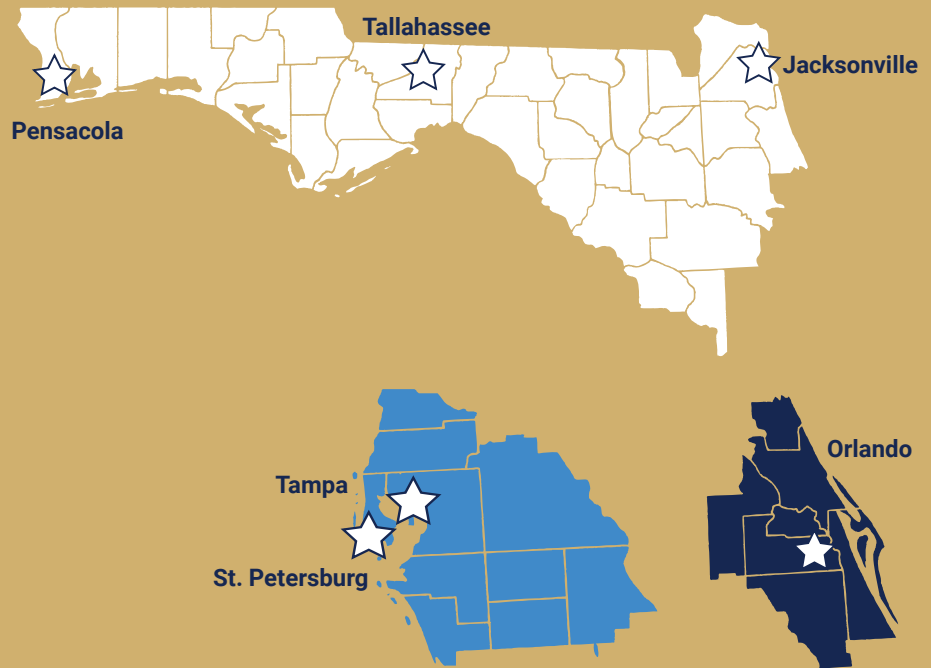
## WEST CENTRAL REGION

Tampa Field Office  
8600 Hidden River Parkway, Suite 100  
Tampa, FL 33637-1016  
(813) 972-8602

St. Petersburg Field Office  
Lucie Building  
9800 4th St., Suite 100  
St. Petersburg, FL 33702  
(727) 563-1142

# DISTRICT & REGIONAL BOUNDARIES

## DISTRICT I



## SOUTH CENTRAL REGION

West Palm Beach Field Office  
400 N Congress Ave., Suite 250  
West Palm Beach, FL 33401  
(561) 837-5601

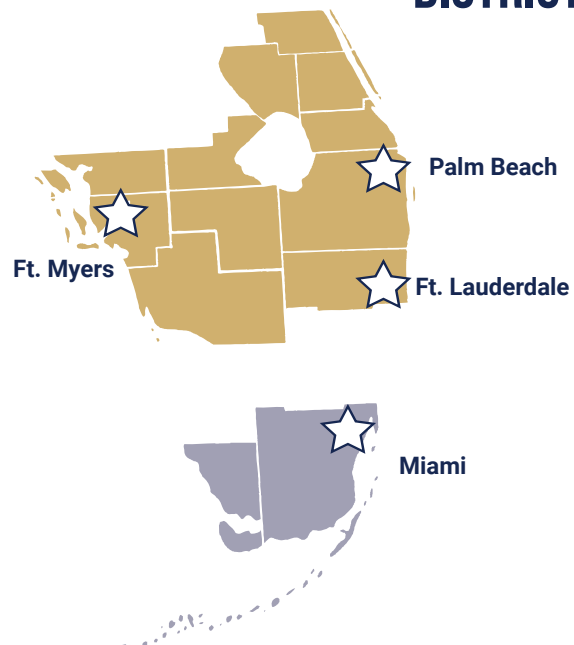
Ft. Lauderdale Field Office  
1400 W Commercial Blvd, Suite 135  
Ft. Lauderdale, FL 33309

Ft. Myers Field Office  
4700 Terminal Drive, Suite 5  
Ft. Myers, FL 33907  
(239) 278-7527

## SOUTH REGION

Miami Field Office  
401 NW 2nd Ave, Suite N-321  
Miami, FL 33128  
(305) 536-0302

## DISTRICT II



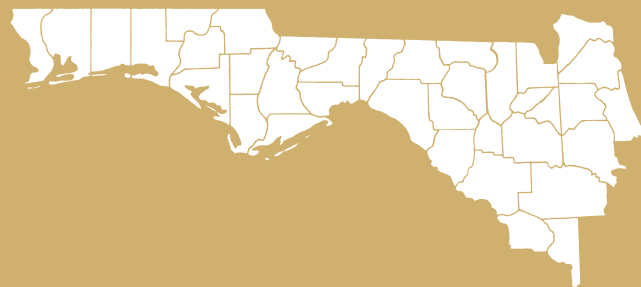
# NORTH REGION

The North Region is responsible for the enforcement of insurance related crimes committed in Alachua, Baker, Bay, Bradford, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Levy, Liberty, Madison, Marion, Nassau, Okaloosa, Putnam, Santa Rosa, St. Johns, Sumter, Suwannee, Taylor, Union, Wakulla, Walton and Washington Counties.

The region is divided into four general fraud squads, directed by Major Mike Wood, Captain Mike Smith and Lieutenants Sandra Fitzsimons, Krista Gaston, Seth Schiefer and Kevin Jones.



**NORTH REGION**  
**MIKE SMITH**  
CAPTAIN



## PENSACOLA FIELD OFFICE

(850) 453-7802

610 Burgess Road, Suite 100, Pensacola, FL 32504

Lieutenant Sandra Fitzsimons

## TALLAHASSEE FIELD OFFICE

(850) 413-3115

200 East Gaines Street, Tallahassee, FL 32399

Lieutenant Krista Gaston

## JACKSONVILLE FIELD OFFICE

(904) 798-5802

921 N Davis Street, Bldg. B, Jacksonville, FL 32209

Lieutenant Seth Schiefer, Squad #1

Lieutenant Kevin Jones, Squad #2

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
Jacksonville Squad	732	81	73	61	37	36
Jacksonville Squad (2)	734	72	66	47	45	38
Pensacola Squad	426	78	77	37	41	36
Tallahassee Squad	518	51	57	27	18	19

# NORTH CENTRAL REGION

The North Central Region is responsible for the enforcement of insurance related crimes committed in Brevard, Lake, Orange, Osceola, Seminole and Volusia Counties.

The region is divided into two auto fraud squads and one general fraud squad, directed by Major Mike Wood, Captain John Savino and Lieutenants Laquanda Green, Craig Weaver and Erik Anderson.



**NORTH CENTRAL REGION**  
**JOHN SAVINO**  
CAPTAIN



## ORLANDO FIELD OFFICE

(407) 835-4402

400 West Robinson Street,  
Suite S-823 Hurston Building  
Orlando, FL 32801

Lieutenant Laquanda Green, General Fraud

Lieutenant Craig Weaver, Auto Fraud #1

Lieutenant Erik Anderson, Auto Fraud #2

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
Orlando Squad	537	93	98	31	25	30
Orlando Auto Squad	1294	58	62	34	29	28
Orlando Auto Squad (2)	806	101	94	28	25	23

# WEST CENTRAL REGION

The West Central Region is responsible for the enforcement of insurance related crimes committed in Desoto, Hardee, Hernando, Highlands, Hillsborough, Manatee, Pasco, Pinellas, Polk, and Sarasota Counties.

The region is divided into an auto fraud squad and two general fraud squads, directed by Major Mike Wood, Captain Carl Lane and Lieutenants Carlos Rosario, Jada Roberson, and Carl Reschke.



**WEST CENTRAL REGION**  
**CARL LANE**  
CAPTAIN



## TAMPA FIELD OFFICE

(813) 972-8602

8600 Hidden River Parkway, Suite 100  
Tampa, FL 33637

Lieutenant Carlos Rosario, Auto Fraud  
Lieutenant Jada Roberson, General Fraud

## ST. PETERSBURG FIELD OFFICE

(727) 563-1142

St. Lucie Building  
9800 4th Street, Suite 100

St. Petersburg, FL 33702  
Lieutenant Carl Reschke, General Fraud

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
Tampa Squad	546	39	59	30	34	29
Tampa Auto Squad	1476	72	59	28	22	21
St. Petersburg Squad	707	121	120	65	50	48



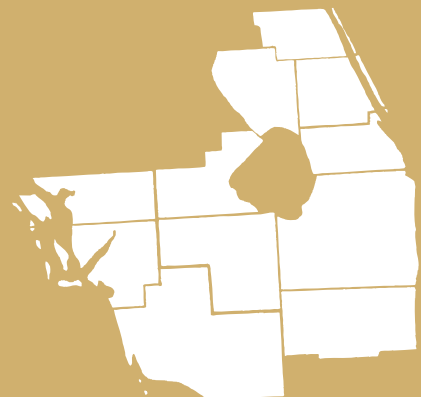
# SOUTH CENTRAL REGION

The South Central Region is responsible for the enforcement of insurance related crimes committed in Broward, Charlotte, Collier, Glades, Hendry, Indian River, Lee, Martin, Okeechobee, Palm Beach and St. Lucie Counties.

The region is divided into one auto fraud squad and four general fraud squads, directed by Major Rafael Delgado, Captain Frank Briganti and Lieutenants Glen Clasen, Kevin Lashells, Jonathan Lent, Francisco Gonzalez, and Kerrian Lindsay.



**SOUTH CENTRAL REGION**  
**FRANK BRIGANTI**  
CAPTAIN



## FT. LAUDERDALE FIELD OFFICE

(954) 958-5402

1400 West Commercial Boulevard, Suite 135,  
Ft. Lauderdale, FL 33309

Lieutenant Francisco Gonzalez , Auto Fraud  
Lieutenant Kerrian Lindsay, General Fraud

## WEST PALM BEACH FIELD OFFICE

(561) 837-5601

400 N Congress Ave, Suite 250,  
West Palm Beach, FL 33401

Lieutenant Kevin Lashells, Squad #1  
Lieutenant Jonathan Lent, Squad #2

## FT. MYERS FIELD OFFICE

(239) 278-7527

4700 Terminal Drive, Suite #5,  
Fort Myers, FL 33907

Lieutenant Glen Clasen, General Fraud

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
Ft. Myers Squad	784	58	79	18	24	15
West Palm Beach Squad	105	36	34	9	9	25
West Palm Beach Squad (2)	1146	37	76	16	11	20
Ft. Lauderdale Squad	954	47	95	26	28	28
Ft. Lauderdale Auto Squad	839	49	87	19	27	30

# SOUTH REGION

The South Region is responsible for the enforcement of insurance related crimes committed in Miami-Dade and Monroe Counties.

The region is divided into two auto fraud squads and two general fraud squads, directed by Major Rafael Delgado, Captain Erik Cruz and Lieutenants Oscar Sigler, Jonathan Patterson, Stanley Jean-Felix, and Thomas Fernandez.



**SOUTH REGION**  
**ERIK CRUZ**  
CAPTAIN



## MIAMI FIELD OFFICE

(305) 536-0302

401 N.W. 2nd Avenue, Suite N-321,  
Miami, FL 33128

Lieutenant Oscar Sigler,  
Auto Fraud Squad #1

Lieutenant Jonathan Patterson,  
General Fraud Squad #2

Lieutenant Stanley Jean-Felix,  
General Fraud Squad #3

Lieutenant Thomas Fernandez,  
Auto Fraud Squad #4

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
Miami Auto Squad	502	56	69	55	54	43
Miami Squad (2)	417	50	39	14	26	21
Miami Squad (3)	820	38	72	18	19	18
Miami Squad (4)	2002	48	80	35	44	13

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# OFFICE OF FISCAL INTEGRITY

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**CHARLES WADE**  
LIEUTENANT

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# OFFICE OF FISCAL INTEGRITY

The Office of Fiscal Integrity's (OFI) mission is to detect and investigate the misappropriation or misuse of state assets to safeguard the State of Florida and its taxpayers. When tax payer funds are misused, it's not only illegal but it hurts the state's ability to provide services taxpayers pay for and need. State employees, contracted employees and vendors are entrusted to use state tax payer funds for the good of Floridians. Reporting theft and fraud ensures Floridians receive the most from their tax dollars and help them have confidence in their state government.

OFI works to ensure the proper use of taxpayer funds by investigating allegations of:

- State contract and grant fraud
- Unclaimed Property fraud
- Theft of state property
- Electronic Fund Transfer (EFT) fraud
- State travel reimbursement, credit card and payroll fraud
- Fraud through counterfeit warrants and fraudulent debits to state treasury accounts

## CONTACT

**PHONE: (850) 413-5514**

**EMAIL: [OFI@MYFLORIDACFO.COM](mailto:OFI@MYFLORIDACFO.COM)**

**FAX: (850) 413-5553**

	Referrals	Cases Opened	Presentations	Arrests	Successful Prosecutions
Office of Fiscal Integrity Total	80	28	8	9	11

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# BUREAU OF WORKERS' COMPENSATION FRAUD

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**BRIAN MCCOY**  
CHIEF

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**DARRELL WILSON**  
CAPTAIN

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# WORKERS' COMPENSATION BUREAU

**TAMPA**  
**(813) 972-8602**  
**LIEUTENANT DOREEN RIVERA**

**MIAMI**  
**(305) 536-0302**  
**LIEUTENANT GINA NARCISSE**

**WEST PALM BEACH**  
**(561) 837-5601**  
**LIEUTENANT STACEY SPIRN**

**ORLANDO**  
**(407) 835-4402**  
**LIEUTENANT RUTHELL HARRIS**

The Bureau of Workers' Compensation Fraud investigates suspected criminal violations of Florida's Workers' Compensation laws. Workers' compensation insurance is a significant expense for Florida businesses, and fraud pushes the price even higher.

The Bureau of Workers' Compensation Fraud is made up of 30 sworn and 2 non-sworn, and four (4) supervisors assigned to squads located in Miami, West Palm Beach, Orlando and Tampa. In addition to these dedicated squads, six (6) squads in the Bureau of Insurance Fraud also investigate workers' compensation fraud cases in their designated areas. These squads are located in Pensacola, Tallahassee, Jacksonville, St. Petersburg, Fort Myers and Fort Lauderdale.

The bureau participates in joint efforts with the Florida Department of Business and Professional Regulation (DBPR), the Internal Revenue Service, the Department of Homeland Security, the Department of Labor, and multiple local law enforcement agencies throughout the state to prevent and prosecute:

- Unlicensed contractors
- Businesses employing workers without appropriate workers' compensation coverage
- Employees who file false on-the-job injuries or exaggerate their injuries
- Employees working other jobs while receiving workers' compensation benefits

	Referrals	Cases Opened	Presentations	Arrests	Successful Prosecutions
Tampa	518	202	181	182	140
Orlando	319	74	55	45	42
West Palm Beach	0	0	0	0	0
Miami	210	61	48	43	49
Bureau of Workers' Comp Total	1,244	409	325	293	250



## NORTH REGION

Pensacola Field Office  
610 E. Burgess Road, Suite 100  
Pensacola, FL 32504  
(850) 453-7803

Tallahassee Field Office  
200 East Gaines St.  
Tallahassee, FL 32399-0324  
(850) 413-3115

Jacksonville Field Office  
921 N Davis St., Bldg B, Suite. 149  
Jacksonville, FL 32290  
(904) 798-5802

## NORTH CENTRAL REGION

Orlando Field Office  
400 W Robinson St., Suite 5-823  
Hurst Bldg., Orlando, FL 32801  
(407) 835-4402

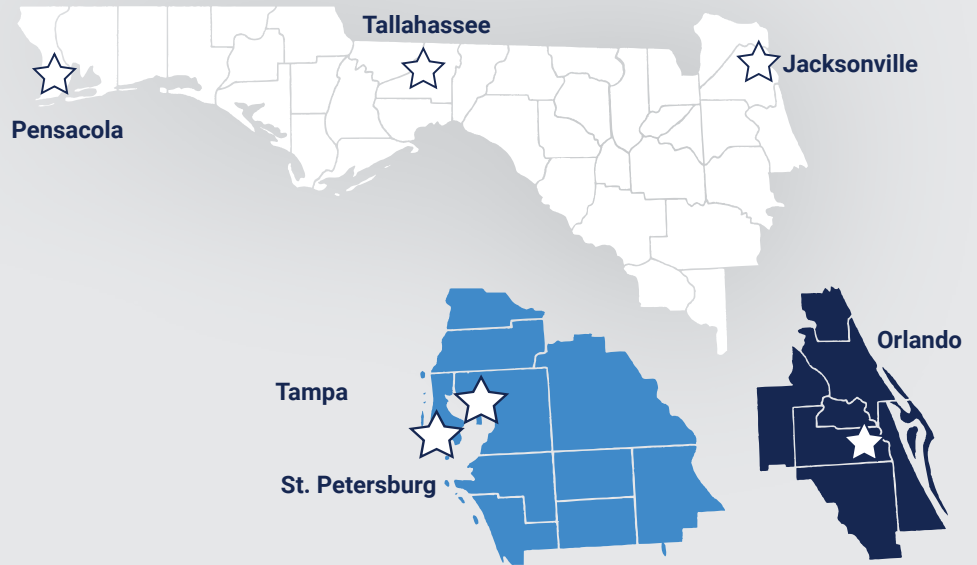
## WEST CENTRAL REGION

Tampa Field Office  
8600 Hidden River Parkway, Suite 100  
Tampa, FL 33637-1016  
(813) 972-8602

St. Petersburg Field Office  
Lucie Building  
9800 4th St., Suite 100  
St. Petersburg, FL 33702  
(727) 563-1142

# DISTRICT & REGIONAL BOUNDARIES

## DISTRICT I



## SOUTH CENTRAL REGION

West Palm Beach Field Office  
400 N Congress Ave., Suite 250  
West Palm Beach, FL 33401  
(561) 837-5601

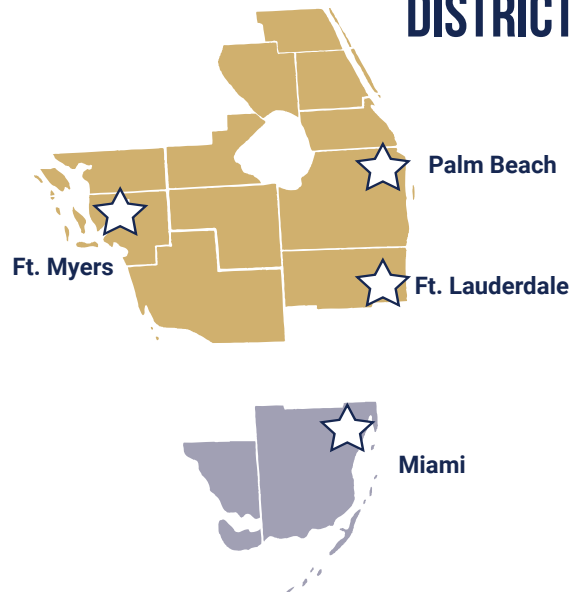
Ft. Lauderdale Field Office  
1400 W Commercial Blvd, Suite 135  
Ft. Lauderdale, FL 33309

Ft. Myers Field Office  
4700 Terminal Drive, Suite 5  
Ft. Myers, FL 33907  
(239) 278-7527

## SOUTH REGION

Miami Field Office  
401 NW 2nd Ave, Suite N-321  
Miami, FL 33128  
(305) 536-0302

## DISTRICT II



## WORKERS COMPENSATION CONTACT INFORMATION:

[HTTPS://WWW.MYFLORIDACFO.COM/DIVISION/DIFS/WCFRAUD/BWCCCONTACTUS.HTM](https://www.myfloridacfo.com/division/difs/wcfraud/bwcccontactus.htm)

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# BUREAU OF FORENSIC SERVICES

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**CARL CHASTEEN**  
CHIEF

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# BUREAU OF FORENSIC SERVICES

The Bureau of Forensic Services' mission is to provide the highest quality of relevant and reliable forensic services, while maintaining the most efficient fiscal impact possible. Public agencies, the courts, and the people demand that forensic laboratories provide quality analyses that can be relied on to assist with investigations. The Bureau was accredited in 2019 through the American National Standards Institute (ANSI) National Accreditation Board (ANAB) and the American Association for Laboratory Accreditation (A2LA). Both accrediting bodies accredit to the International Organization for Standardization requirements for testing and calibration laboratories (ISO/IEC 17025:2017) as well as each organization's separate requirements. Florida is one of only three States in the United States (Florida, Ohio, and Texas) to have their own dedicated forensic laboratory specializing in the analysis of evidence from fires and explosions.

**FORENSIC LABORATORY**  
**38 ACADEMY DRIVE**  
**HAVANA, FL 32333**  
**(850) 539-2700**

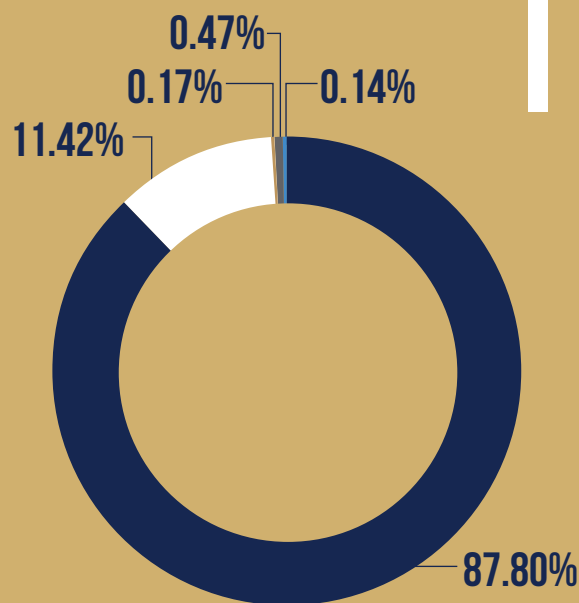
Fire Investigation and Quality Assurance Samples Initiated for Analysis	Case Average Completion Time	Explosives/ Clandestine Sample Analyses	Photos Cases Processed for Storage	Special Requests and Videos processed
5,310	8.6 Days	234	2,649	179

# BFS SERVICES CHEMICAL ANALYSES

The primary work of the Bureau is the analysis of evidence collected within a fire scene to determine the presence and identity of ignitable liquids. The Bureau also analyzes evidence collected from explosions, incendiary events, and situations where a potentially hazardous chemical may be found.

Evidence from fire and explosions compared to other forensic evidence analysis disciplines is regarded as one of the most highly difficult forensic evidence types to examine and interpret. Our methods are attempting to extract and identify a post-burn or post-explosion mixture of chemical residues from a background substrate after it has burned or has been affected by an explosion. The background substrate often contains a mixture of many of the same compounds as are found in the ignitable liquids or other chemical residues of interest. The difficulty lies in determining what is extraneous (or added by the criminal) and what is inherent to the substrate. Our analysts must have the correct combination of skill, equipment, and knowledge to be able to characterize ignitable liquids or explosive residues. They exercise extreme caution in making final determinations. If the data is insufficient, the analyst will report the sample as negative. BFS performs a technical review of 100% of all samples. This means that a second equally trained analyst experienced in the same discipline performs the review.

Fire debris analysis is conducted by the Bureau's Senior Crime Laboratory Analyst, Perry "Mike" Koussiafes, MS and two Crime Laboratory Analysts, Dee Ann Turner, PhD, and Samuel Blittman, BS. Staff have also attended additional trainings from one or more of the following: The National Center for Forensic Science, the Federal Bureau of Investigation, the Bureau of Alcohol, Tobacco, Firearms and Explosives, American Academy of Forensic Science and the National Fire Academy.



## PERCENT OF ALL SUBMISSIONS 2019

- Total BFAI (94) submitters
- Total Fire (51) submitters
- Total Police (5) submitters
- Total Sheriff (10) submitters
- Total Other Strategy Agcy. (3) submitters

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# BFS SERVICES IMAGING

The Bureau of Forensic Services' imaging section has three primary duties.

First, it is the central archive of digital images of crime scene investigations conducted by the Division's Bureau of Fire, Arson and Explosives Investigations (BFAEI). The Bureau stores images collected since 1992 when it was the film processing laboratory for BFAEI. When digital cameras were first issued to BFAEI in 1998, the Bureau transitioned into working with and archiving digital images. The Bureau of Forensic Services can also scan conventionally developed photographs into a digital format for archival and processing purposes.

Second, the Bureau is often requested to provide copies of images or laboratory case files as part of a public records request or subpoena. These may be used to assist with additional investigations or in the presentation of evidence at trial.

Third, the Bureau operates a section where forensic video processing is performed. As video surveillance and recordings have become commonplace, the occasions where video has captured some aspect of a crime has also increased. These videos are often of poor quality or are presented in a confusing multi-camera or multiplexed format. The Bureau can de-multiplex, separate cameras, filter, stabilize, and clean videos so that investigators can review them to determine if information present has value in concluding their investigation.



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# OPERATIONAL SUPPORT SERVICES

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**BURT HIMMER**  
MAJOR

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# OPERATIONAL SUPPORT SERVICES STAFF

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**LINDA BROOKS**

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**BILL BIERBAUM**  
CAPTAIN

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**THOMAS BOSCO**  
CAPTAIN

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# OPERATIONAL SUPPORT SERVICES



Operational Support Services (OSS) within the Division of Investigative and Forensic Services encompasses all support functions, both law enforcement and non-law enforcement related, for the entire division. Duties/business functions that fall under the unit include:

- Special Operations
  - > K9 Accelerant and Explosives Detection Unit  
Administrative Oversight
  - > Explosive Ordinance Disposal (EOD) Unit  
Administrative Oversight
  - > Forensic Investigative Support Team (FIST)
  - > Ten Computer Voice Stress Analysis Operators (CVSA)
  - > Honor Guard
  - > Emergency Support Functions 4 (Firefighting), 9 (Search and Rescue) and 16 (Law Enforcement) in conjunction with the State Emergency Operations Center in the event of a man-made or natural disaster
- Training
- Reserve Detective Program
- Law Enforcement Accreditation
- Fleet Management
- Property
- Human Resources
- Budget and Purchasing
- Public Records Requests
- Information Technology



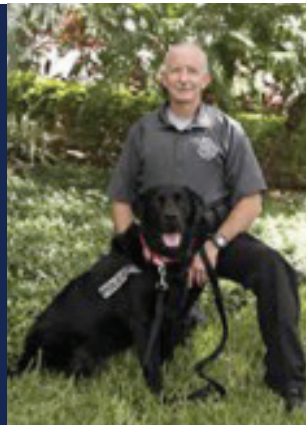
# K-9 UNIT



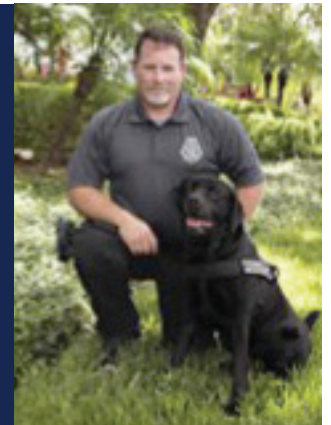
## ACCELERANT DETECTION TEAM



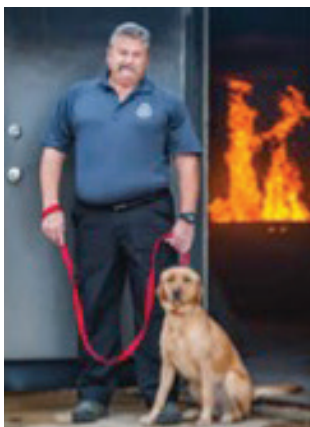
Capt. Ross Holt  
& ADC Icy



Det. David Young  
& ADC Fresca



Det. Jeff Batz  
& ADC Booker

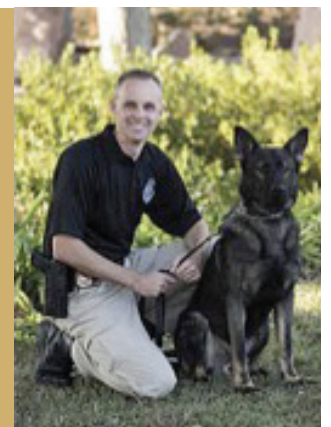


Det. Jim Stafford  
& ADC Ginger



Det. Amelia Bowling  
& ADC Penzy

## EXPLOSIVES DETECTION TEAM



Det. Monty Taylor  
& EDC Oregon

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# PROMOTIONS, AWARDS AND RECOGNITIONS

- August 2018
  - > 7th – Lieutenant Erik Cruz was promoted to Captain over the Bureau of Insurance Fraud – South Region.
- September 2018
  - > 13th – Chief Evangelina Brooks of the Bureau of Insurance Fraud graduated from the Federal Bureau of Investigation’s National Academy (FBI-NA).
- October 2018
  - > 3rd - Four Bureau of Insurance Fraud detectives promoted to the rank of Lieutenant; Jonathan Patterson, Miami-Auto Fraud Squad #2, Kerrian Lindsay, Fort Lauderdale-General Fraud Squad, Erik Anderson, Orlando-Auto Fraud Squad #2, Jonathan Lent, West Palm Beach-General Fraud Squad #2.
  - > 3rd - Division Formally Accredited the Commission on Florida Law Enforcement Accreditation.
- November 2018
  - > 9th – CIA Fayson Smith graduated from the Florida Department of Law Enforcement’s Florida Law Enforcement Analyst Academy (FLEAA).
- January 2019
  - > 25th - Anthony Mozealous was promoted to Lieutenant in the Bureau of Fire, Arson & Explosives Investigations - West Palm Beach.
  - > 25th – Lieutenant Frank Briganti was promoted to Captain over the Bureau of Insurance Fraud - South Central Region.
  - > 30th – Captain Burt Himmer was promoted to Major, overseeing the Operational Support Services Section in Tallahassee.

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# PROMOTIONS, AWARDS AND RECOGNITIONS

- February 2019
  - > 20th - Lieutenant Stacy McIntyre was nominated for the Attorney General's Law Enforcement Officer of the Year Award.
  - > 25th – Kevin Lashells was promoted to Lieutenant in the Bureau of Insurance Fraud – West Palm Beach.
- March 2019
  - > 7th - Detective Nicholas Incontrera received the Florida Advisory Committee on Arson Prevention (FACAP) 2019 Arson Investigator of the Year award.
  - > 26th – Charles Wade was promoted to Lieutenant in the Office of Fiscal Integrity – Tallahassee
  - > 29th - Detective Brian Mitchell graduated from the Federal Bureau of Investigation's Hazardous Devices School.
- May 2019
  - > 9th - Major Burt Himmer graduated from the University of Louisville, Southern Police Institute Administrative Officers Course (AOC) - 141st class.
  - > 17th - Captain Thomas Bosco was promoted to Major, overseeing the Bureau of Fire, Arson, and Explosives Investigations – District 1.
  - > 17th – Major Mike Wood was transferred and promoted to Chief, overseeing the Bureau of Fire, Arson, and Explosives Investigations – District 1 & 2.
- June 2019
  - > 6th - Detective Angela Costello received the 2019 Law Enforcement Insurance Fraud Fighter of the Year at the FIFEC Conference.



# CONGRATULATIONS TO DETECTIVE NICHOLAS INCONTRERA

Please join us in congratulating Detective Nicholas Incontrera on receiving the Florida Advisory Committee on Arson Prevention (FACAP) 2019 Arson Investigator of the Year Award.

Det. Incontrera was recognized on March 6, 2019 for his tireless efforts and due diligence in working a commercial fire at a transmission repair business in Orlando. The case originated on March 21, 2015 and ended in a successful prosecution on August 3, 2018 thanks to Det. Incontrera's hard work, outstanding interview skills and professional testimony.

Det. Incontrera's dedication and contributions to the fight against arson in Florida are to be commended. His tireless efforts have lead him to have among the highest arrest and conviction rates in the North Central Region and highest case closure rates in the Orlando Office. In 2018, Det. Incontrera initiated 58 cases and closed 82 cases with 56% of incendiary cases resulting in an arrest.



**WE ARE PROUD OF DETECTIVE  
INCONTRERA'S ACCOMPLISHMENTS  
AND KNOW THAT HIS PROFESSIONAL  
GROWTH WILL CONTINUE TO DIRECTLY  
BENEFIT OUR DIVISION'S MISSION**



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# DFS POLICY ON FRAUD REPORTING STATUTE

## **Policy Relating to the Reporting of Suspected Fraud and Claim Denial Based Upon Fraud**

Section 626.9891(8), Florida Statutes, authorizes the Department of Financial Services, Bureau of Insurance Fraud (DIF) to adopt rules relating to Insurer Special Investigative Units (SIUs) and Anti-Fraud Plans. These rules are set forth in Ch. 69D-2, F.A.C.

Rules 69D-2.003(1) and 2.004(1), F.A.C., specifically require each insurer to file, as applicable, with the Division a detailed description of its SIU or its Anti-Fraud Plan, which filing must also include an acknowledgment that the insurer shall report all suspected fraudulent insurance acts directly to the Division.

Further, Section 627.736(4)(i), Florida Statutes, provides that “[a]ll claims denied for suspected fraudulent insurance acts shall be reported to the Bureau of Insurance Fraud.”

Section 626.989(4)(c), Florida Statutes, grants civil immunity, in the absence of fraud or bad faith, for providing the aforementioned required reports of suspected fraudulent insurance acts. In an effort to eliminate the reporting of duplicate suspected fraudulent insurance acts, it shall be the policy of the Division, consistent with the procedures established in Ch. 69D-2, F.A.C., that:

The reporting of all suspected fraudulent insurance acts shall continue to be processed electronically on the “Suspected Fraud Referral Form” on the Division’s website as in the past;

An electronically generated response with a Tip # (T#) will acknowledge receipt of the report of the suspected fraudulent insurance act and that such electronically generated response will continue to have the Law Enforcement Captain’s identifying information indicating the individual who is responsible for reviewing the information (Tip) provided;

The insurer, if it determines at any time after initially reporting suspected fraud that evidence has been developed that the suspected fraudulent insurance acts and/or claims are not fraudulent, will notify the responsible Law Enforcement Captain by email of such evidence and information;

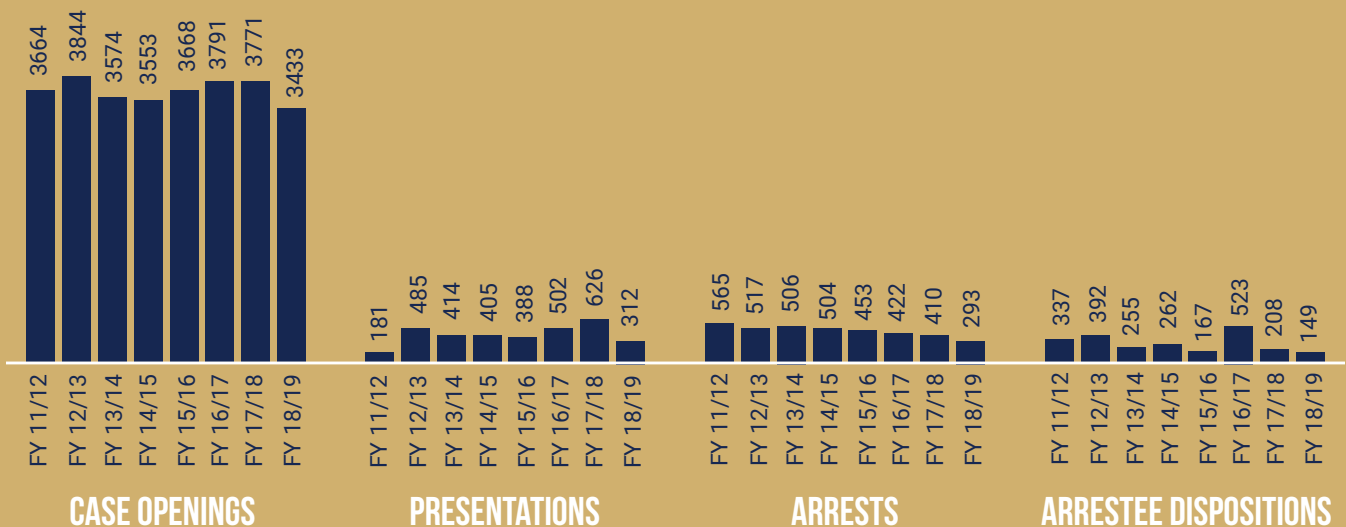
The insurer, if it determines at any time after initially reporting suspected fraud that evidence has been developed that the suspected fraudulent insurance acts and/or claims are fraudulent and, therefore, the claim will be denied for the suspected fraudulent insurance acts, will notify the responsible Law Enforcement Captain by email of such evidence and denial; and

The insurer, to avoid duplication of reports, shall not provide case updates through the online “Suspected Fraud Referral Form” once an initial report of a suspected fraudulent insurance act has been made online through such form. Updates on cases referred in scenarios 3) and 4) above shall only be made by direct email to the responsible Law Enforcement Captain.

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<sup>1</sup> Pursuant to s. 626.9891, Florida Statutes, each insurer admitted to do business in this state must either: (a) establish, if the insurer received \$10 million or more in direct premiums during the previous calendar year, a unit, commonly referred to as a Special Investigations Unit (SIU), to investigate possible insurance fraud or to contract with others to investigate such fraud; or (b) submit, if the insurer received less than \$10 million in direct premiums during the previous calendar year, an anti-fraud plan to the Division, which describes its procedures to detect, investigate, and report suspected insurance fraud, its plan for anti-fraud training for its personnel, and its organizational arrangement of anti-fraud personnel.

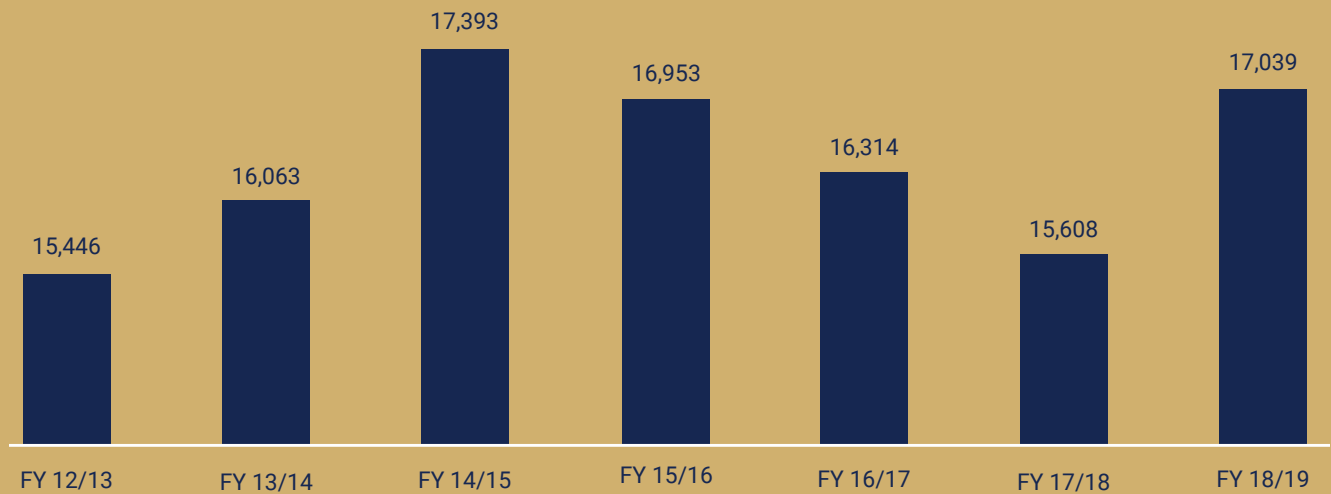
# BUREAU OF FIRE, ARSON, AND EXPLOSIVE INVESTIGATIONS FISCAL YEAR STATS



## FISCAL YEAR STATS

	Open Cases	Presentations	Arrests	Arrest Dispositions
<b>FY 11/12</b>	3664	181	565	337
<b>FY 12/13</b>	3884	485	517	392
<b>FY 13/14</b>	3574	414	506	255
<b>FY 14/15</b>	3553	405	504	262
<b>FY 15/16</b>	3668	388	453	167
<b>FY 16/17</b>	3791	502	422	523
<b>FY 17/18</b>	3771	626	410	208
<b>FY 18/19</b>	3433	312	293	149

## SUSPECTED FRAUD REFERRALS (TIPS)

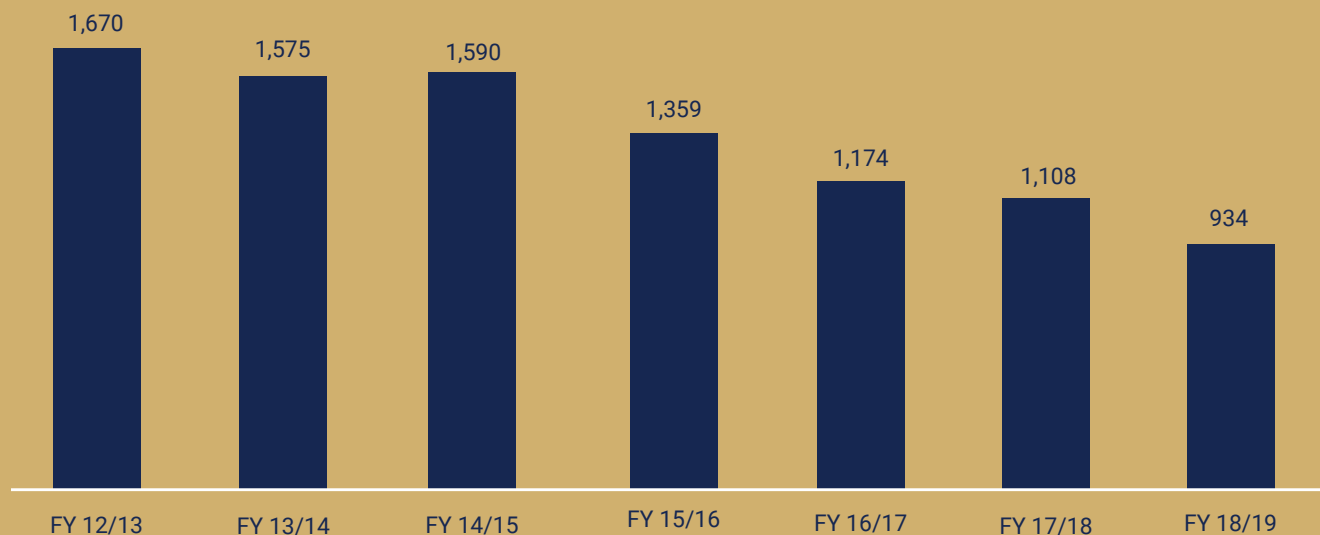


## NUMBER OF SUSPECTED FRAUD REFERRALS FOR EACH FRAUD TYPE

### REFERRALS

	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
<b>FY 06/07</b>	3,608	2,195	1,398	650	1,805	610	458	1,098	11,822
<b>FY 07/08</b>	3,158	1,984	1,215	533	853	436	493	1,242	9,914
<b>FY 08/09</b>	3,624	1,497	1,513	726	680	445	577	3,022	12,084
<b>FY 09/10</b>	5,543	1,676	1,237	823	433	644	706	1,760	12,822
<b>FY 10/11</b>	6,700	1,495	1,008	882	485	583	764	1,541	13,458
<b>FY 11/12</b>	7,749	1,387	1,166	976	426	660	708	2,077	15,149
<b>FY 12/13</b>	7,351	1,733	1,388	1,226	534	765	903	1,546	15,446
<b>FY 13/14</b>	6,640	2,162	1,465	1,444	1,289	788	832	1,443	16,063
<b>FY 14/15</b>	7,239	2,038	1,546	2,829	863	832	597	1,449	17,393
<b>FY 15/16</b>	6,202	2,164	1,819	2,505	1,052	1,161	458	1,592	16,953
<b>FY 16/17</b>	5,869	2,032	2,026	2,228	1,088	1,262	405	1,404	16,314
<b>FY 17/18</b>	4,756	1,999	1,803	2,753	882	1,463	425	1,514	15,595
<b>FY 18/19</b>	4,729	1,823	1,815	2,620	1,430	1,741	455	2,426	17,039

## CASES PRESENTED FOR PROSECUTION

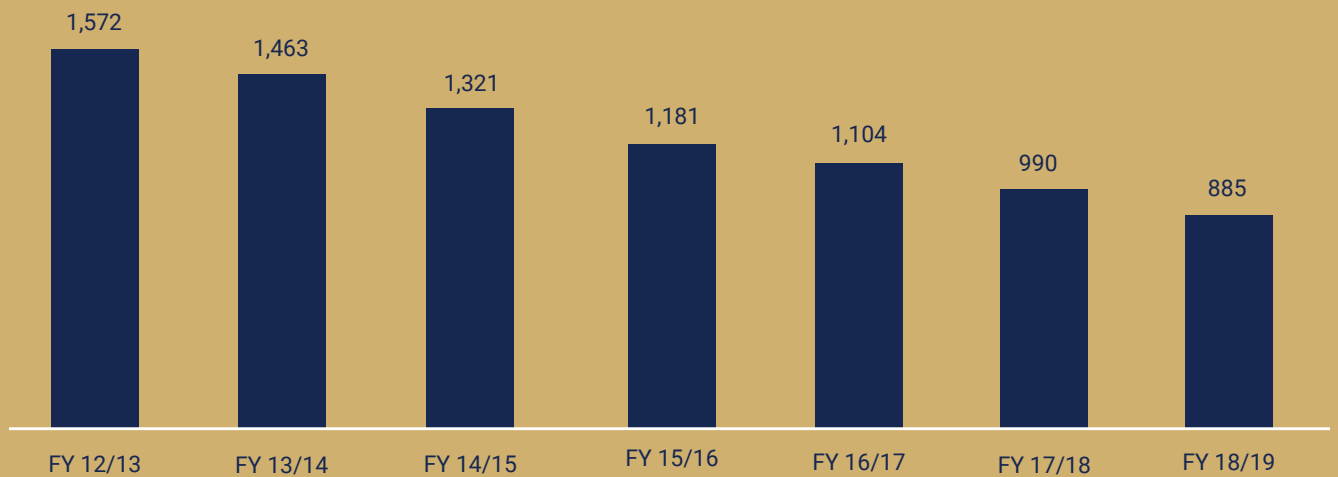


## NUMBER OF CASES PRESENTED FOR PROSECUTION BY FRAUD TYPE

### PRESENTATIONS

	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
<b>FY 06/07</b>	187	259	55	25	34	52	52	75	739
<b>FY 07/08</b>	228	324	54	61	37	40	45	109	898
<b>FY 08/09</b>	368	258	78	40	44	24	61	115	988
<b>FY 09/10</b>	440	306	91	35	21	52	114	178	1,237
<b>FY 10/11</b>	429	336	56	48	50	44	103	148	1,214
<b>FY 11/12</b>	526	352	42	29	73	41	50	128	1,241
<b>FY 12/13</b>	802	474	58	34	39	50	86	127	1,670
<b>FY 13/14</b>	610	530	86	68	32	58	78	113	1,575
<b>FY 14/15</b>	502	661	78	45	34	57	90	123	1,590
<b>FY 15/16</b>	468	519	70	79	22	61	72	68	1,359
<b>FY 16/17</b>	278	490	76	117	57	44	49	63	1,174
<b>FY 17/18</b>	214	502	85	85	58	63	30	71	1,108
<b>FY 18/19</b>	143	497	56	65	32	53	34	52	934

## NUMBER OF ARRESTS

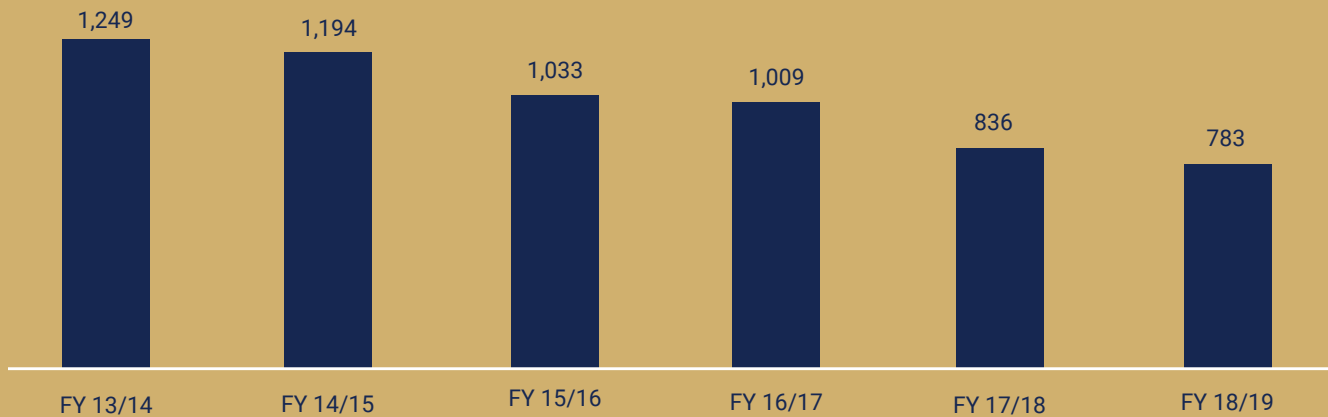


## NUMBER OF ARRESTS MADE BY FRAUD TYPE

### ARRESTS

	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
<b>FY 06/07</b>	318	234	51	18	32	54	36	74	817
<b>FY 07/08</b>	221	325	56	45	42	31	51	69	840
<b>FY 08/09</b>	329	237	60	19	32	21	43	93	834
<b>FY 09/10</b>	336	274	76	25	26	37	63	196	1,033
<b>FY 10/11</b>	354	271	56	40	38	30	70	139	999
<b>FY 11/12</b>	497	274	42	28	60	35	151	142	1,229
<b>FY 12/13</b>	651	418	57	34	43	41	140	188	1,572
<b>FY 13/14</b>	557	482	73	58	29	45	59	160	1,463
<b>FY 14/15</b>	403	549	63	31	27	48	88	112	1,321
<b>FY 15/16</b>	372	455	55	71	16	53	56	103	1,181
<b>FY 16/17</b>	262	407	73	98	58	35	42	129	1,104
<b>FY 17/18</b>	193	398	63	73	44	47	34	138	990
<b>FY 18/19</b>	136	437	61	57	55	47	30	62	885

# SUCCESSFUL PROSECUTIONS



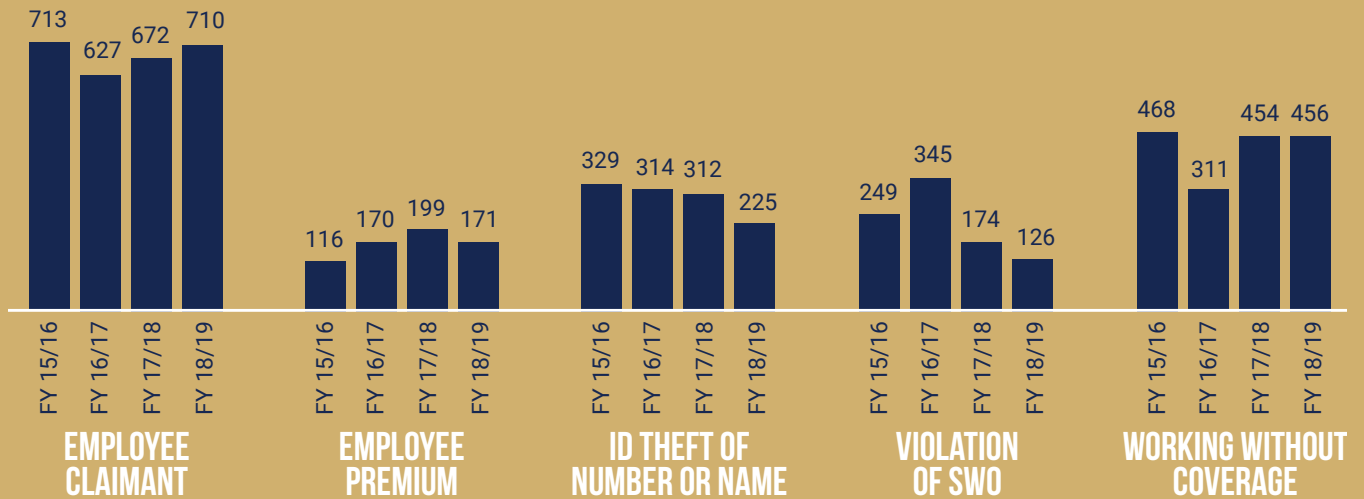
## NUMBER OF SUCCESSFUL PROSECUTIONS RECEIVED BY FRAUD TYPE

### SUCCESSFUL PROSECUTIONS

	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
<b>FY 06/07</b>	203	187	41	13	25	18	45	59	591
<b>FY 07/08</b>	259	184	44	26	24	40	51	43	671
<b>FY 08/09</b>	169	179	42	20	30	23	27	46	536
<b>FY 09/10</b>	240	198	54	18	21	22	49	102	704
<b>FY 10/11</b>	295	242	73	28	27	34	49	92	840
<b>FY 11/12</b>	355	208	32	32	33	27	55	103	845
<b>FY 12/13</b>	442	259	44	19	43	26	146	100	1,079
<b>FY 13/14</b>	574	360	49	41	21	23	72	109	1,249
<b>FY 14/15</b>	424	452	52	35	28	42	75	87	1,194
<b>FY 15/16</b>	334	386	49	34	31	44	101	54	1,033
<b>FY 16/17</b>	316	360	64	92	31	39	44	63	1,009
<b>FY 17/18</b>	223	335	61	63	28	32	35	59	836
<b>FY 18/19</b>	153	383	39	65	32	41	20	50	783



# WORKERS COMPENSATION TRENDS



## WC TRENDS

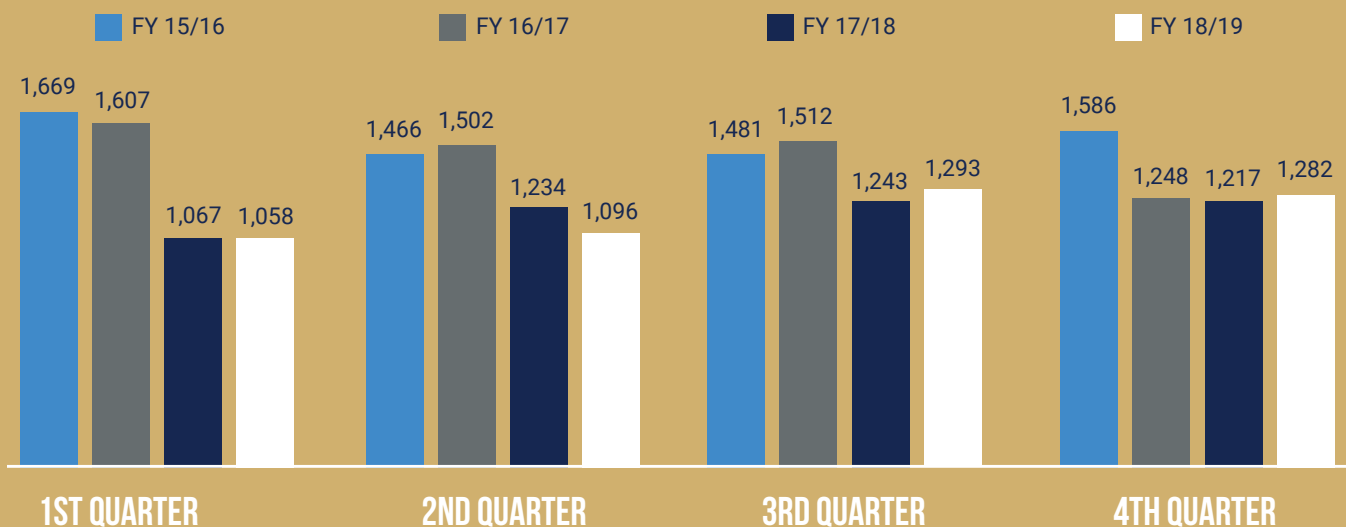
	By Employee Claimant	Employee Premium	ID Theft of Number or Name	Violation SWO	Working without Coverage
<b>FY 11/12</b>	571	80	203	117	236
<b>FY 12/13</b>	590	132	433	194	233
<b>FY 13/14</b>	713	158	623	240	266
<b>FY 14/15</b>	726	86	396	263	310
<b>FY 15/16</b>	713	116	329	249	468
<b>FY 16/17</b>	627	170	314	345	311
<b>FY 17/18</b>	672	199	312	174	454
<b>FY 18/19</b>	710	233	225	126	456

# THE DIVISION'S AUTOMOBILE/PERSONAL INJURY PROTECTION FRAUD STATISTICS

## PIP REFERRALS BROKEN DOWN BY FISCAL YEAR/QUARTER

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Grand Total
<b>FY 03/04</b>	233	146	172	148	699
<b>FY 04/05</b>	749	646	575	655	2,625
<b>FY 05/06</b>	718	513	1143	992	3,366
<b>FY 06/07</b>	973	843	989	803	3,608
<b>FY 07/08</b>	758	776	904	720	3,158
<b>FY 08/09</b>	751	869	940	1,064	3,624
<b>FY 09/10</b>	1,083	1,351	1,455	1,654	5,543
<b>FY 10/11</b>	1,662	1,467	1,706	1,864	6,699
<b>FY 11/12</b>	2,048	1,734	1,920	2,046	7,748
<b>FY 12/13</b>	2,085	1,714	1,900	1,647	7,346
<b>FY 13/14</b>	1,637	1,556	1,682	1,764	6,639
<b>FY 14/15</b>	2,016	1,926	1,720	1,578	7,240
<b>FY 15/16</b>	1,669	1,466	1,481	1,586	6,202
<b>FY 16/17</b>	1,607	1,502	1,512	1,248	5,869
<b>FY 17/18</b>	1,067	1,234	1,243	1,217	4,761
<b>FY 18/19</b>	1,058	1,096	1,293	1,282	4,729

## PIP REFERRALS



# FISCAL YEAR 2018-2019 GENERAL APPROPRIATIONS ACT FOR THE DIVISION

Salary and Benefits	\$26,050,295
Other Personal Services	\$130,342
Expenses	\$4,116,288
Operating Capital Outlay	\$624,009
Transfer to Justice Administration Commission	\$1,977,857
Contracted Services	\$598,989
Operation of Motor Vehicles	\$337,253
Risk Management Insurance	\$191,804
Salary Incentive Payments (CJIP)	\$308,740
Lease or Lease -Purchase of Equipment	\$93,264
Fixed Capital Outlay	\$35,000
Transfer to Human Resources	\$93,592
<b>TOTAL ALL FUNDS</b>	<b>\$34,915,433</b>

**REPORT SUSPECTED ARSON IN FLORIDA**

# **REPORT ARSON**

**1-877-NO-ARSON | 1-877-622-7766**



**If you have information regarding an ARSON or EXPLOSIVE DEVICE INCIDENT anywhere in the state of Florida, you can submit an anonymous tip through the online tip form OR call the number above. Your tip information will be relayed to the appropriate Bureau of Fire, Arson, and Explosives Investigations Regional Office.**

**ARSONREPORTING.FDFS.COM**



**DOG TIRED OF YOUR INSURANCE RATES?**

**LOWER THEM**

**REPORT INSURANCE FRAUD!**

**You may be eligible for a  
REWARD 1-800-378-0445**



**FOAA**



I

**STANDARDS**

**PROFESSIONALISM**

**ETHICAL BEHAVIOR**

**PURSUIT OF FRAUD & ABUSE**

