

# Tracking Individuals & Using The Insurance Services Office (ISO) Database

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Presented To The Organization Of Bar Investigators



## National Insurance Crime Bureau (NICB)

- With over 100 year heritage, the NICB is a crime prevention organization assisting law enforcement in the prevention, detection, and prosecution of the financial crimes of vehicle theft, insurance fraud, and arson -- crimes estimated to cost the American public \$30 billion annually.
- The NICB which is a non – profit organization receives support from approximately 1,000 property/casualty insurance companies.



- The NICB was formed in 1992 from a merger between the National Automobile Theft Bureau (NATB) and the Insurance Crime Prevention Institute (ICPI).
- The NATB dates to the early 20th century, while the ICPI investigated insurance fraud for approximately 20 years before joining forces with the NATB to form the present National Insurance Crime Bureau.



- In 1966 the FBI launched NCIC with the direct assistance from the National Automobile Theft Bureau (NATB)
- In 2012 we celebrated our centennial anniversary
- Today we have 400 employees



## ISO ClaimSearch Database

- Since 1971, the Insurance Services Office (ISO) has provided numerous products to assist Property/Casualty Insurers. One of these products is the All-Claims database. This database has become an invaluable tool for investigators responsible for investigating Insurance Fraud/Vehicle Theft in the United States. The ISO home office is located in Jersey City, New Jersey

## ISO ClaimSearch

- Comprehensive claims Db supported by about 93% of the P&C industry
- Contains over 668.5 million claims with about 235,000 new ones added daily
- Available to insurers; self insureds; law enforcement and state fraud bureaus

## ISO Record Types-NICB Data Available Via ISO ClaimSearch

- Vehicle Manufacturer
  - Shipping and Assembly
- Law Enforcement
  - NCIC Mirror Image Record
    - Active, Inactive and Purged
  - Impound
  - Export
  - Inquiry via NLETS – Domestic/International
  - License Plate Reader (LPR)
  - Key – Locksmith

## ISO Record Types-NICB Data Available Via ISO ClaimSearch

- Insurance Company Records
  - Property/Casualty
  - Vehicle Theft
  - Salvage
  - Vehicle Estimate/Valuation
  - Questionable Claims Submissions (Referrals)
- Rental Fleet Records
  - Active/Inactive/Missing

## ISO Record Types-NICB Data Available Via ISO ClaimSearch

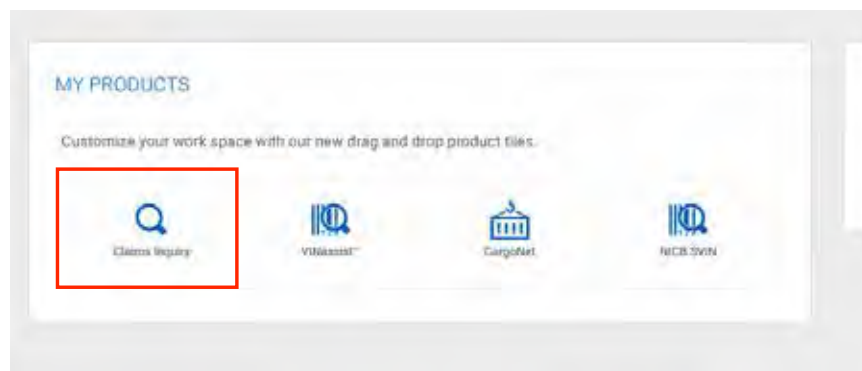
- International Records
  - Canadian Thefts
  - OCRA (Mexico)
  - International Inquiries
- NICB Vehicle Interest Records (NVR)

## Accessing ISO ClaimSearch

ISO Website- <https://claimsearch.iso.com>



## ISO Main Menu



## Claims Inquiry

The screenshot shows the ISO ClaimSearch application interface. At the top, there is a navigation bar with a menu icon, the text "ISO ClaimSearch", and a user profile icon. Below the navigation bar, there are several search and filter sections:

- Reference Claim Number:** A text input field.
- Name / Address:** A section with fields for Name, Address, City, State, Zip Range (with a dropdown for "To"), and Name Type.
- Identification:** A section with fields for SSN, Tax ID, Drivers License, Drivers License State, Phone, Pop. Med. License, VTN, License Plate, and License Plate State.
- Other:** A section with fields for Claim Number and ISO File Number.
- Filter By:** A section with fields for Date Range and Type of Case.
- Employment:** A section with fields for Employment ID, Employment Type, and Employment Sub-Type.

At the bottom of the form, there are two buttons: "Clear" and "Search".

## Name Search

The screenshot shows the Name Search application interface. At the top, there is a navigation bar with a menu icon, the text "Name Search", and a user profile icon. Below the navigation bar, there are several search and filter sections:

- Reference Claim Number:** A text input field with the value "1000000000".
- Name / Address:** A section with fields for Name, Address, City, State, Zip Range (with a dropdown for "To"), and Name Type.
- Identification:** A section with fields for SSN (with the value "123-45-6789"), Tax ID, Drivers License, Drivers License State, Phone (with the value "123-456-7890"), Pop. Med. License, VTN, License Plate, and License Plate State.

## Name Search



## Name Search

A screenshot of a web application interface for a Name Search form. At the top, there are three tabs: "Search", "Two Party", and "Recent Searches". Below the tabs, there is a "Reference Claim Number" field with the value "Request". The form is divided into two main sections: "Name / Address" and "Identification".

Name / Address		Identification	
Name	[redacted]	SSN	ec-325-09-0999
Address	[redacted]	Tax ID	[redacted]
City	[redacted]	Drivers License	[redacted]
State	[redacted]	Drivers License State	[redacted]
Zip Range	[redacted] To [redacted]	Phone	ec-325-09-0999
Role	[redacted]	Prof. Med. License	[redacted]
DOB (MMDDYYYY)	[redacted]	VIN	[redacted]
Name Type	[redacted]	License Plate	[redacted]
		License Plate State	[redacted]



## Name Search

Your Search on Name [redacted] resulted in 22 Matches

Display: [X] Questionnaire Counts

Name	Address	Date	Type	Description	Owner
[redacted]	[redacted]	09/26/1991	Claimed & Insured		NICB National
[redacted]	[redacted]	01/04/2011	Insured	PERSONAL AUTO - 4-COVER   REAREND   MULTI VEH. IN PRODU	
[redacted]	[redacted]	01/06/2011	Insured	PERSONAL AUTO	
[redacted]	[redacted]	05/27/2009	Claimed	2 VEH COLLISION	
[redacted]	[redacted]	08/17/2006	Insured Driver	ESLAPMENT REPORT	
[redacted]	[redacted]	01/12/1991	Claimed		NICB National
[redacted]	[redacted]	01/08/1991	Claimed		NICB National
[redacted]	[redacted]	08/17/2011	Insured Passenger	PERSONAL AUTO	
[redacted]	[redacted]	01/09/1991	Claimed		NICB National
[redacted]	[redacted]	01/09/1991	Claimed		NICB National
[redacted]	[redacted]	01/09/1991	Claimed		NICB National

## SSN Search

**Identification**

SSN

Tax ID

Drivers License

Drivers License State

Phone ex. 999-999-9999

Prof. Med. License

VIN

License Plate

License Plate State

# SSN Search

File Search in SSN 401      results: 1 | NICB

Style: [dropdown]      [button]      [button]

Name	Address	Age	Sex	Type	Occupation	State
[redacted]	[redacted]	68	M	U/WR		MS

**Involved Party:**      **Claimant**

**Name:** [redacted]

**Address:** [redacted]

**DOB:** [redacted]

**SSN:** [redacted] [SSN ISSUED PRIOR TO DOB]

**Driver Lic:** [redacted]

**Vehicle Info:** [redacted]

**VIN:** [redacted]

**License Plate:** [redacted]

\*\*\* more matches on this VIN outside this report \*\*\*

\*\*\* More matches on this Lic Plate outside this report \*\*\*

# SSN Search

**Involved Party:**      **Claimant**

**Name:** [redacted]

**Address:** [redacted]

**SSN:** [redacted] [SSN ISSUED [redacted]]

\*\*\* More matches on this SSN outside this report \*\*\*

**Involved Party:**      **Claimant**

**Name:** [redacted]

**Address:** [redacted]

**SSN:** [redacted]

**Decedent Name:** [redacted]

**DOB:** [redacted]

**Date of Death:** [redacted]

**Driver Lic:** [redacted]

## License Plate & Driver's License Searches

**Identification**

SSN

Tax ID

→ Drivers License

Drivers License State

Phone

Prof. Med. License

VIN

→ License Plate

License Plate State

## Two Party Search

Search  [Reset/Defaults](#) [HELP/FAQ](#)

Reference Claim Number:

**Name / Address**

Name

Address

City

State

Zip Range  To

Role

**Filter By**

Date Range  To


Type of Loss

## Two Party Search

Your Search on Name [redacted] Date 2/7/ resulted in 7 Matches

Display:  All  Government & Public

	Name	Address	Role	Name 2	Address 2	Role 2	Date	Type	Description	Status
+	[redacted]	[redacted]	Chiropractor	[redacted]	[redacted]	Law Office	04/18/2019	Personal Auto	CLAY WALKER TUBB AND HTF INC	ISI Suspended
+	[redacted]	[redacted]	Medical Personnel	[redacted]	[redacted]	Lawyer	03/02/2019	Personal Auto	SHAWNEE LUSKINS	
+	[redacted]	[redacted]	Medical Personnel	[redacted]	[redacted]	Lawyer	02/03/2019	Personal Auto	SHAWNEE LUSKINS	
+	[redacted]	[redacted]	Chiropractor	[redacted]	[redacted]	Law Office	04/18/2019	Personal Auto	CLAY WALKER TUBB AND HTF INC	ISI Suspended
+	[redacted]	[redacted]	Doctor	[redacted]	[redacted]	Lawyer	02/11/2019	Personal Auto		
+	[redacted]	[redacted]	Doctor	[redacted]	[redacted]	Lawyer	03/03/2019	Personal Auto		
+	[redacted]	[redacted]	Doctor	[redacted]	[redacted]	Lawyer	02/02/2019	Personal Auto		

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## Business Name Search

Search **Two Party** Recent Searches

Reference Claim Number:

**Name / Address**

Name

Address

City


State

Zip Range  To

Role

DOB

Name Type

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## Vehicle Records

### Searching by Vehicle Identification Number

## Manufacturer's Shipping & Assembly

Search Two Party Recent Searches HELPFUL TIPS

Your Search on VIN: [REDACTED]

Name	Address	Role	Date	Type	Description
+ NONE			11/30/2012	NICB Vehicle Interest	
+ [REDACTED]	[REDACTED]	Claimant & Insured	07/18/2012	Personal Auto	COV'S SHADOWER CLAY CARDS' VEHICLE'S REAR
+ [REDACTED]	[REDACTED]	Insured	07/18/2012	Personal Auto	
+ [REDACTED]	[REDACTED]		07/18/2012	Valuation	
+ [REDACTED]	[REDACTED]	Claimant & Insured	11/21/2008	Personal Auto	PER RECORD: BEARD WAS IN CYS FOR ABOUT 30 MINUTES &
+ NONE			04/12/2010	Damage	
+ NONE			04/12/2010	Shipping Record	

## Manufacturer's Shipping & Assembly


Search [VIN Entry](#) [Recall Number](#)

### Search Results-Match Report

Match #: 1

Record Type: Shipping  
Shipping Date: 06/11/2005

Information provided by NICS

Vehicle Info:   
VIN:  [View Details](#)

\* Reasonable procedures have been adopted to maximize the accuracy of this report. Independent investigations should be performed to evaluate the relevant data provided.

## VIN Decoding

VINDecoder™ The current ECOS version of VINDecoder, (Last updated 01/13/2015)

Enter an (any) VIN, then click:

VIN:


100%

## VIN Decoding

VINdecoder™ The latest GUI version of VINdecoder. (Last updated 6/15/2015) [Download](#)

Enter or verify VIN, then click **SEARCH**

VIN: 5GTDN136568107705

DIGIT	DESCRIPTION	MEANING
5	Country of Origin	UNITED STATES OF AMERICA
G	Manufacturer	HUMMER EMFG. BY GM
T	Vehicle Type	HUMMER H3
D	Gross Vehicle Weight	3001-6000 GVWR HYDRAULIC BRAKES
N1	Series	MID SIZE 4X4 SUV 1/2 TON, H3
3	Body style	FOUR DOOR CAB/UTILITY
6	Engine	5.9L I3 HPI DOHC
5	Check Digit	Check Digit Matches
6	Year	2006
8	PLANT	SMOENEF001, LA
107705	(Serial Number)	Sequence in Range 

VIN indicates a 2006 HUMMER EMFG. BY GM MID SIZE 4X4 SUV 1/2 TON, H3  
Shipping record on file.

## Manufacturer's Shipping & Assembly

Search For Party Items/Sections

Search Results Match Report

Match #: 1

Record Type: Shipping

Shipping Date: 06/13/2005

Information provided by NICB

Vehicle Info: 2006 HUMMER H3

VIN:  [View Details](#) 

\* Reasonable procedures have been adopted to maximize the accuracy of this report. Independent investigations should be performed to evaluate the relevant data provided.

## Manufacturer's Shipping & Assembly

**Shipping Information**

**Manufacturing, Shipping & Assembly**

Info:

- Make:
- Shipping Order:
- Order Code:
- Invoice Date:
- Order Number:
- MSO Number:
- Manufacturer:
- Location of Assembly:
- Shipping Method:
- Order Vehicle Status:
- Received From Make:
- Assembly:
- Order Year:
- System:

**Dealer - 1**

- Dealer Make:
- Dealer Code:
- Dealer:
- Dealer Address:
- Dealer Phone:
- Mail To Make:
- Dealer Status:

**Dealer - 2**

- Dealer Make:
- Dealer Code:
- Dealer:
- Dealer Address:
- Dealer Phone:
- Mail To Make:
- Dealer Status:

... 1/1

## Vehicle Theft Records

### NCIC Active Theft

Mirror Image of NCIC active theft records are entered into ISO but are not viewable by Law Enforcement Users.



## Vehicle Theft Records

### Insurance Company Unrecovered Theft Claim

Your Search on VICR: [redacted] resulted in 2 Matches

Match	Name	Address	City	State	Type	Description
1	+ NONE			02/16/2017	Theft	Unrecovered Theft
2	+ NONE			04/17/2017	Vehicle Stolen	

## Vehicle Theft Records

### Insurance Company Unrecovered Theft Claim

Match # 2 Reason for Match: VICR

Record Type: Theft Claim SEE File Number: [redacted]

Date of Loss: 02/16/2017

Location of Loss:

+ Claim Summary

Vehicle Make: 2017 FORD F250 SUPER

Submitted VICR: [redacted] [View](#) [Print](#)

VICR: [redacted] [View](#) [Print](#)

\* Accurate positions have been applied to maximize the accuracy of this report. Independent investigations should be performed to validate the server data provided.

## Vehicle Theft Records

### NCIC Inactive Theft

View Search on 100 [redacted] result of 12 Matches

Name	Address	Role	Date	Type	Description
[redacted]	[redacted]	Insured Driver	09/24/2014	Personal Auto	
[redacted]	[redacted]	Insured Driver	08/12/2014	Personal Auto	Key (key request) 08/12/2014
[redacted]	[redacted]	Insured Driver	08/12/2014	Personal Auto	
[redacted]	[redacted]	Insured Driver	05/26/2014	Personal Auto	
[redacted]	[redacted]	Insured	05/25/2014	Personal Auto	
[redacted]	[redacted]		11/20/2011	NCIC Vehicle Interest	
[redacted]	[redacted]	Owner & Insured	04/09/2011	Commercial Auto	2011 ESCALADE PURCHASE & VEH WITH TAG OF 100
[redacted]	[redacted]		04/09/2011	Commercial Auto	
[redacted]	[redacted]		11/17/2011	NCIC	Inactive Vehicle - CV
[redacted]	[redacted]		11/06/2011	Insurance Record	

## Vehicle Theft Records

### NCIC Inactive Theft

Match # 2

Record Type:	NCIC	ISO File Number:	[redacted]
Date of Theft:	11/17/2011		
	Information provided by NCIC		
Status:	Inactive Vehicle - CV		
Location of Case:	100-4018 - FLOWER HOUND POLICE DEPARTMENT		
Recovery Agency:	TH0811705 - FLOWER HOUND POLICE DEPARTMENT, FLOWER HOUND		
Date of Recovery:	05/04/2012		
Vehicle Info:	2008 CADILLAC ESCALADE		
VIN:	[redacted]		
License Plate:	2011 PASSENGER CAR		

## Vehicle Theft Records

### NCIC Purge Record

Your Search on VIN: [redacted] resulted in 5 Matches

Name	Address	Role	Date	Type	Description
+ NONE			09/27/2010	NCIC Vehicle Interest	
+ NONE			12/27/2010	NCIC Vehicle Interest	
+ [redacted]		Insured	10/04/1986	Theft	Unrecovered Theft
+ NONE			10/04/1986	NCIC	Purge Vehicle
+ NONE			01/10/1984	Shipping Record	

## Vehicle Theft Records

### NCIC Purge Record

Match #: 2

Record Type:	NCIC
Date of Theft:	10/04/1986
Status:	Purge - S.P.
Location of Loss:	85-10-035 - WILLIAMSON COUNTY SHERIFFS OFFICE
Vehicle Info:	1985 CHEVROLET TRUCK
VIN:	[redacted] R

## Verifying NCIC Purge Record

Your Search on (DNK) resulted in 5 Matches


	Name	Address	Role	Date	Type	Description
<input type="checkbox"/>	+ NONE			09/27/2011	NCIC Vehicle Interest	
<input type="checkbox"/>	+ NONE			12/27/2010	NCIC Vehicle Interest	
<input type="checkbox"/>	+ [REDACTED]		Source	10/04/1986	Theft	Unrecovered Theft
<input type="checkbox"/>	+ NONE			10/04/1986	NCIC	Purge Vehicle
<input type="checkbox"/>	+ NONE			09/11/1984	Shipping Record	

## Vehicle Salvage Record

	Name	Address	Role	Date	Type	Description
<input type="checkbox"/>	+ NONE			12/07/2011	No car report	1981 Buick Wildcat 2dr 4dr
<input type="checkbox"/>	+ [REDACTED]		Salvage Buyer	09/22/2011	Salvage	1981 Buick Wildcat 2dr 4dr
<input type="checkbox"/>	+ [REDACTED]		Source	10/07/2004	Personal Auto	01 FALCON 00 5 PARKS 997 40 41 3 40 47
<input type="checkbox"/>	+ [REDACTED]		Source	09/15/2004	Personal Auto	2002 SAAB 9000 01
<input type="checkbox"/>	+ NONE			03/20/2000	Shipping Record	

## Vehicle Export Record

Match #: 2

Record Type:	Export	ISO File Number:	[REDACTED]
Date of Export:	06/26/2013 		
	Information provided by NICB		
Destination:	HAITI		
Part Name:	5201 - MIAMI, FL		
Part Type:	569001		
ORI:	FL013080 - MIAMI-DADE COUNTY POLICE DEPARTMENT, MIAMI		
Phone:	(305) 471 - 2146		
Shipping Co.:	TOTAL LOTHORÉ PROUST		
Tracking#:	00001		
Bill of Lading:	N/A		
Vessel:	GULF TRADER-123 Containers# n/a		
Doc#:	000		
Owner Surname:	[REDACTED]		

## Vehicle Export Record

Involved Party: Consignee  
Name: SAME AS SHIPPER

Involved Party: Shipper

Name:  
Address:

Vehicle Info:

VIN:  
Vehicle State:  
State Title#:



## Rental Fleet Record

Search Two-Party Rental Searches HELPFUL TIPS

Your Search on (00): resulted in 4 Matches

	Name	Address	Title	Date	Type	Description
<input type="checkbox"/>	+ NONE			02/03/2017	NICB Vehicle Interest	
<input type="checkbox"/>	+ NONE			01/17/2017	Active Rental/Fleet	
<input type="checkbox"/>	+ NONE			01/05/2017	NICB	Inactive Vehicle - U
<input type="checkbox"/>	+ NONE			08/20/2015	Shipping Record	

## Rental Fleet Record

**Record Type:** Rental/Fleet  
**Date:** 01/17/2017  
**Status:** Active ←  
- Claim Submitter  
**Company:**  
**Address:**  
**Reference No:**

## Law Enforcement Impound Record

Your Search on 1/10/11 resulted in 5 Matches

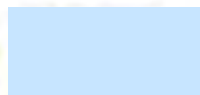
Name	Address	Role	Date	Type	Description
[REDACTED]	[REDACTED]	Claimant & Insured	08/09/2011	Personal Auto	LOST KEYS IN LAKE
+ NONE			07/21/2011	Inactive Rental/Fleet	
+ NONE			09/06/2011	NICB Vehicle Interest	
+ NONE			06/12/2011	Impound	Vehicle Impound
+ NONE			06/07/2011	Shipping Record	

## Law Enforcement Impound Record

### Match #: 2

Record Type: Impound  
Date of Impound: 06/12/2011  
Information provided by NICB  
Location:  
Location of Loss: CA0002200 -  
Phone: (714) 573 - 3200  
OIC: 04131542

Vehicle Info:  
VIN:  
License Plate:



## License Plate Reader (LPR) Record

Your Search on Lic. Plates:  Lic. State: CA resulted in 1 Match(es)

Name	Address	Role	Date	Type	Description
+ NONE			05/13/2016	License Plate Reader	<p>Observed at 05/13/2016 04:34:43                      USCA-700 (EAST SAN VICENTE BLVD)                      SAN VICENTE, CA 92173                      Lic. State: CA USA</p> <p>NOTE: LPR Border Crossing information is prohibited from use in underwriting or other credit use and shall be used solely for claim investigations.</p>

## Key Code Request Record

Search [View Party](#) [Recent Searches](#) [HELPFUL TIPS](#)

Your Search on ECR:  resulted in 1 Match(es)

Name	Address	Role	Date	Type	Description
+ NONE			04/06/2011	NICE Vehicle Interest	
+ NONE			11/21/2012	NCC	Shedde Vehicle - 01
+ <input type="text"/>		Claimed & Insured	11/26/2012	Commercial Auto	VEHICLE STOLEN FROM LOT.
+ NONE			11/24/2012	Key code Request	DBK- Key code and immobilizer reset request
+ NONE			09/07/2014	Shipping Record	



## National Automotive Service Task Force (NASTF)

- NICB began receiving information in January 2008
- Information received from select group of locksmiths and vehicle manufacturers authorized to obtain secure information
- 14 manufacturers participating
- 2.2 million transactions received in 2015
  - Locksmiths and Dealer Service Centers
- 791 Active NCIC thefts from 0-7 days after a key request
  - 57% had keys made at service centers
  - 43% had keys requested by a locksmith
  - Leads sent to Agents to engage law enforcement assistance.

## NICB Watercraft Data

Identification	
SSN	ex. 999-99-9999
Tax ID	
Drivers License	
Drivers License State	
Phone	ex. 999-999-9999
Prof. Med. License	
Hull Identification Number → VIN	
License Plate	
License Plate State	

## Manufacturer's Shipping & Assembly

Search on VIN: [redacted] resulted in 1 Matches

Name	Address	Role	Date	Type	Description
+ NONE				Shipping Record	

## Manufacturer's Shipping & Assembly

**Match #: 1**

<b>Record Type:</b>	Shipping
<b>HIN:</b>	[redacted] <a href="#">Details</a>
<b>Year:</b>	2012
<b>Brand:</b>	GRADY-WHITE BOATS, INC.
<b>Model:</b>	GW-230
<b>Length Overall:</b>	22 ft. 7 in.
<b>Hull Material:</b>	Fiber Reinforced Plastic
<b>Propulsion Type:</b>	Outboard
<b>Fuel Type:</b>	Gasoline
<b>Vessel Type:</b>	Open Motorboat

\* Reasonable procedures have been adopted to maximize the accuracy of this report. Indep

## Manufacturer's Shipping & Assembly

**Shipping Information**

**Manufacturing, Shipping & Assembly**

**HIN:** [REDACTED]

**Year:** 2012

**Brand:** GRADY-WHITE BOATS, INC.

**Model:** GW-230

**Length Overall:** 22' 7"

**Hull Material:** Fiber Reinforced Plastic

**Propulsion Type:** Outboard

**Fuel Type:** Gasoline

**Vessel Type:** Open Motorboat

**Component Parts**

**Component Type:** Boat Outboard #1

**Component ID:** 6CEX1005905

## Partial VIN Search

ISU File Number

**Partial VIN**

Partial VIN  X

Make  Year

## Component Parts Search

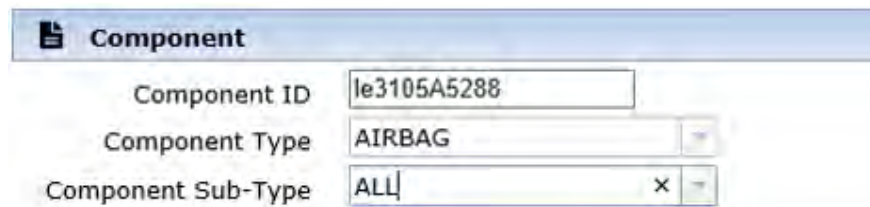
- The Component Search section of Claims Inquiry has been reorganized to improve the process of searching by component ID
- The Component Type field will allow you to choose a general component category to search by. You will also have the option to specify a single component that falls under this component type in the Component Sub-Type field



A screenshot of a web form titled "Component". It contains three input fields: "Component ID" (a text box), "Component Type" (a dropdown menu), and "Component Sub-Type" (a dropdown menu with a clear button).

## Component Parts Search

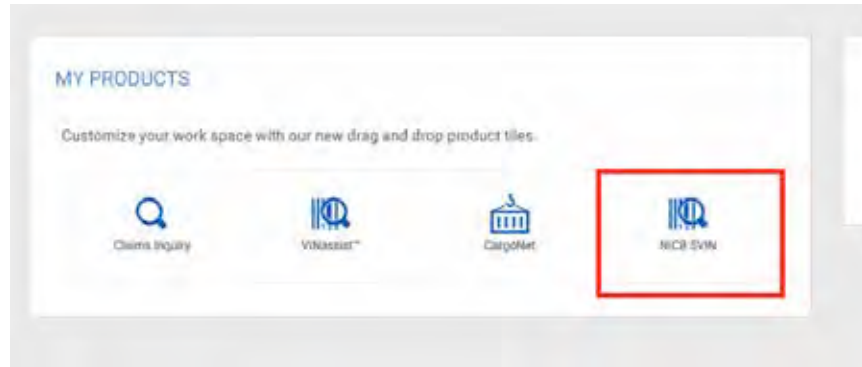
- Enter the component ID, component type, and (optionally) the component sub-type. You can also keep the Component Sub-Type field at its default All



A screenshot of the same "Component" search form, but with the fields filled: "Component ID" contains "le3105A5288", "Component Type" is set to "AIRBAG", and "Component Sub-Type" is set to "ALL".



## Secondary Vehicle Identification Number (SVIN)



## SVIN for Watercraft

Search

Year: 2011

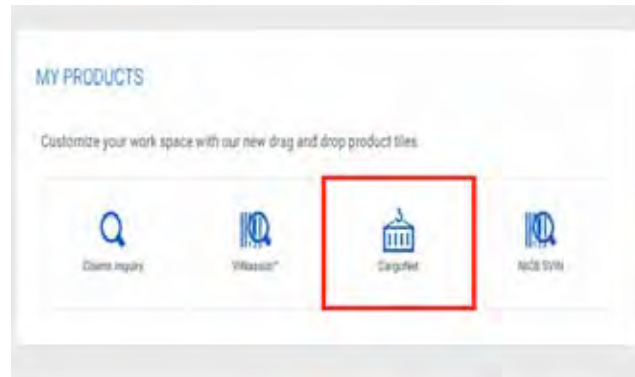
Brand: Caterpillar

Model:

Plant: CATERPILLAR

Search Submit

## CargoNet



Thank You!

Any Questions?

Special Agent Carl Bocchicchio  
National Insurance Crime Bureau  
(404) 831-1112  
[cbocchicchio@nicb.org](mailto:cbocchicchio@nicb.org)