



# Potential Vehicle Fraud Notification Process

Customer Relations Division

Currently Implementing

*By thinking Lean we will*

mitigate the potential of bad press, loss or credibility and the potential liability to both the County Auditor and DOL

## Problem

Department of Licensing (DOL) is notified of potential vehicle fraud in various ways. Examples include: Subagents/Agents attach an orange fraud flag to incoming vehicle title/registration paperwork or the Vehicle and Vessel Support team identify potential fraud through their daily work. There has been a lack of internal communication between the teams and Executive Leaders, and externally with business partners. As a result, the County Auditor, DOL, and Subagents are vulnerable to bad press, open to liability, and a loss of credibility with business partners.

## Causes

- No standard process for DOL staff to follow.
- No internal documented escalation or decision making process.

## Solution

- Create a standard process for DOL staff to follow to include a fraud detection document to standardize fraud escalation.
- Develop a communication matrix for DOL employees that identifies the main point of contact and who needs to know when potential fraud is detected.

## Anticipated Results

- With the development of the communication matrix and a standard process we plan to mitigate the potential of bad press, loss of credibility and the potential liability to both the County Auditor and DOL.

