

**APS AGENCY LETTERHEAD**

**OFFICIAL REQUEST FOR CUSTOMER RECORDS**

**Pursuant to Gramm-Leach-Bliley Act (GLBA)(15U.S.C.§6802(e)(8); and 15U.S.C. §6802(e)(3)(B)) and Oklahoma Protective Services for Vulnerable Adults Act §43A-10-105:**

I, \_\_\_\_\_, an Adult Protective Services Investigator operating under the laws of the \_\_\_\_\_, am conducting an authorized investigation of alleged financial exploitation of an older person (vulnerable/dependent adult).

I hereby request records from \_\_\_\_\_ for all accounts relating to \_\_\_\_\_ for the period of \_\_\_\_\_ to \_\_\_\_\_, including but not limited to:

- Bank statements for ALL accounts, including checking, savings, money market, certificates of deposit
- Copies of all checks and withdrawals from the account(s) (front and back) including offsets
- Copies of all deposits and deposit items
- Customer Profile showing all accounts, including opening and/or closing dates All Power of Attorney documents and signature cards
- Statements for any loans, lines of credit, or credit cards and copies of any cash advances
- Other: \_\_\_\_\_

Please provide these records on or before \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Title

\_\_\_\_\_  
Email

\_\_\_\_\_  
Agency

\_\_\_\_\_  
Address

\_\_\_\_\_  
Other Agency ID (if applicable)

\_\_\_\_\_

## **Gramm-Leach-Bliley Act**

### **15U.S.C.§6802-Obligations with respect to disclosures of personal information**

#### **(e) General exceptions**

Subsections (a) and (b) of this section shall not prohibit the disclosure of nonpublic personal information—

(3)(B) to protect against or prevent actual or potential fraud, unauthorized transactions, claims, or other liability;

(8) to comply with Federal, State, or local laws, rules, and other applicable legal requirements; to comply with a properly authorized civil, criminal, or regulatory investigation or subpoena or summons by Federal, State, or local authorities; or to respond to judicial process or government regulatory authorities having jurisdiction over the financial institution for examination, compliance, or other purposes as authorized by law.

**Adult Protective Services (APS) is properly authorized, under the state statute cited below, to carry out civil investigations of elder/vulnerable adult abuse, neglect and financial exploitation.**

### **Oklahoma Protective Services for Vulnerable Adults Act**

#### **§43A-10-105. Investigation of report.**

A. Upon receiving a report of alleged abuse, neglect, or exploitation of a vulnerable adult pursuant to the provisions of the Protective Services for Vulnerable Adults Act, the Department of Human Services shall make a prompt and thorough investigation.