

# ADULT PROTECTIVE SERVICES

## OFFICIAL REQUEST FOR CUSTOMER RECORDS

Pursuant to Graham-Leach-Bliley Act (GLBA) (15 U.S.C. §6802(e)(8); and 15 U.S.C. §6802(e)(3)(B)):

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)

# STATUTORY AUTHORIZATION

## Graham-Leach-Bliley Act

### 15 U.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.

## 2013 Federal Interagency Guidance

### On Privacy Laws and Reporting Financial Abuse of Older Adults

This [guidance](#) was signed by eight major federal agencies: the Board of Governors of the Federal Reserve System; Commodity Futures Trading Commission; Consumer Financial Protection Bureau; Federal Deposit Insurance Corporation; Federal Trade Commission; National Credit Union Administration; Office of the Comptroller of the Currency; and the Securities and Exchange Commission.

The guidance sets forth the statutory GLBA language provided above regarding the specific exceptions to consumer privacy for the purpose of preventing or stopping fraud and/or to comply with a properly authorized civil, criminal or regulatory investigation by Federal, State or local authorities OR subpoena.