

NASCIO State IT Recognition Awards  
Digital Government: Cybersecurity

Wisconsin DMV Fraud Prevention and Detection

Project Initiation: 2019  
Project Completion: 2019

Submitted By:

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## Executive Summary

In 2019, the DMV fraud unit was notified by a customer that they received an account activity alert from DMV that an order for a duplicate license had been placed even though they had not ordered it. Upon research, it was discovered that multiple duplicate products had been ordered online for people in specific areas that lived close to one another and/or in the same home. Shortly after, a customer notified our fraud unit that someone had been stealing mail from mail boxes in the same area where duplicate products had been ordered.

## Project Narrative (Concept, Significance and Impact)

### *Concept*

The fraud unit became concerned that an identity theft ring was operating and using the Wisconsin DMV online duplicate and change of address systems to help them accomplish their nefarious ends. Working with law enforcement and customers, the fraud unit determined that criminals had obtained confidential information from other sources and used this data to order credit cards and replacement licenses. Accomplices then followed mail trucks to retrieve the credit cards and/or licenses from mailboxes once delivered. The criminal scam then moved on to changing addresses and having a genuine product sent to a new address where it would be obtained by criminals for improper purposes.

### *Significance and Impact*

The DMV fraud unit, using geospatial technology and other investigative means, found patterns and were able to uncover this scheme. Once the trend was identified, multiple fraudulent online requests were stopped, preventing customer products from being mailed to the suspects. The online system was temporarily put on hold for the entire state while a plan was developed. Technology enhancements to the online system requiring a valid email address and providing direction for customers to sign up for eNotify, a customer alert tool, has provided notification of fraud sooner. This plan allows for a scan of potential fraud transactions before duplicate/replacement products are mailed out to prevent the improper use of DMV products. Data reports of online activity were developed and generated twice daily for monitoring and improved the response time to mitigate the risk to customers. Since the implementation of this system, the DMV fraud unit has detected and prevented a few additional fraud cases.