

## **SERVICES**

### **What We Do:**

- Counterfeit investigations
- Fraud Applications
- Account Takeover
- Non Receipt of Issue
- Bust Out Investigations
- Mass Compromise
- Lost/Stolen
- Mail Theft
- Re-Shipping Scams
- Missing Persons
- Imminent Danger Cases
- Homicide Assistance



### **How We Assist:**

- Fraud Investigation
- Coordinate Information
- Witness Testimony
- Undercover Assistance
- Usage Surveillance
- Case Assistance
- 24-Hour Emergency Hotline  
(Law Enforcement Use Only)
- Training



## **LAW ENFORCEMENT TEAM**

### **REGIONAL INVESTIGATORS**

#### **Northeast**

**NY, NJ, CT, RI, MA, NH, ME, VT, WV,  
PA, VA, DE, MD, DC**

Herbert Engelmann (631) 531-2081  
Chris Kelsay (702) 305-1497

#### **Southeast**

**GA, FL, SC, NC**

Jeremy Geisel (813) 883-7738  
Kenny Rivers (813) 883-7739

#### **Northern Midwest**

**MT, WY, ND, SD, NE, MN, IA, WI, IL,  
MI, IN, OH, KY**

Bob Doucet (224) 330-0933  
Jeremy Bloxson (224) 221-5953

#### **South Central**

**CO, NM, TX, KS, OK, MO, AR, MS,  
LA, AL, TN**

Cori Waddy (224) 567-1289

#### **West**

**WA, OR, ID, NV, UT, CA, AZ, HI, AK**

Joseph Throneberry (804) 887-9937

#### **Bustout**

#### **Entire US**

John Reilly (804) 310-3297

Geraldine Schmitt (804) 763-9893

#### **Main Office**

*Please submit requests for  
information via fax and email.*

Fax (855) 566-0631

Email: [LEInvestigations@capitalone.com](mailto:LEInvestigations@capitalone.com)



## About Us

Capital One's Law Enforcement Team works in conjunction with the law enforcement community and industry partners to control the ever growing problem of identity theft, credit card fraud, and other types of financial crime. We are a responsive and proactive team of investigators.

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For higher priority cases such as homicides, fugitives, or immediate danger situations, please contact our 24-Hour Emergency hotline (for Law Enforcement only) at 1-800-215-1921 option 5



### About Capital One

Capital One is a diversified bank that offers a broad array of financial products and services to consumers, small businesses and commercial clients. A Fortune 500 company, Capital One has one of the most widely recognized brands in America. As one of the nation's top 10 largest banks based on deposits, Capital One serves banking customers through branch locations primarily in New York, New Jersey, Texas, Louisiana, Maryland, Virginia, and the District of Columbia.

**Our goal is to coordinate and build relationships with law enforcement agencies to mitigate financial crime, and to assist law enforcement with investigations.**



**CREDIT CARD DIVISION  
LAW ENFORCEMENT  
SUPPORT TEAM**