**(INSERT LETTER HEAD)**

**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 WI State Statute 46 and 55:**

I, , an Adult Protective Services Investigator operating under the laws of the Wisconsin, I am conducting an authorized investigation of alleged financial exploitation of an older person (elder/at risk 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

# 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-adult-at risk/vulnerable adult abuse, neglect and financial exploitation.

## Wisconsin Statute 46.90 ELDER-ADULT-AT-RISK AGENCY

(2) ELDER-Adult-at-risk agency designation. Each county board shall designate an agency as the elder-adult-at-risk agency for the purposes of this section

(5)(b) The elder-adult-at-risk agency's response or another investigative agency's investigation may include one or more of the following

**6.** A review of any financial records of the elder adult at risk that are maintained by a financial institution, as defined in s. [705.01 (3)](https://docs.legis.wisconsin.gov/document/statutes/705.01%283%29); by an entity, as defined in s. [50.065 (1) (c)](https://docs.legis.wisconsin.gov/document/statutes/50.065%281%29%28c%29); by any caregiver of the adult at risk; or by a member of the immediate family of the vulnerable adult at risk. The records shall be released without informed consent in either of the following circumstances:

[55.043(1r)(b)6.a.](https://docs.legis.wisconsin.gov/document/statutes/55.043%281r%29%28b%296.a.) **a.** To an elder- adult-at-risk agency or other investigative agency under this section. The financial record holder may release financial record information by initiating contact with the elder-adult-at-risk agency or other investigative agency without first receiving a request for release of the information from the elder-adult-at-risk agency or other investigative agency.

[55.043(1r)(b)6.b.](https://docs.legis.wisconsin.gov/document/statutes/55.043%281r%29%28b%296.b.) **b.** Under a lawful order of a court of record.

**Wisconsin Statute 55.043  ADULT-AT-RISK AGENCY**

[55.043(1d)](https://docs.legis.wisconsin.gov/document/statutes/55.043%281d%29) **(1d)**  Adult-at-risk agency designation. Each county board shall designate an agency as the adult-at-risk agency for the purposes of this section

(b) The adult-at-risk agency's response or another investigative agency's investigation may include one or more of the following

**6.** A review of any financial records of the adult at risk that are maintained by a financial institution, as defined in s. [705.01 (3)](https://docs.legis.wisconsin.gov/document/statutes/705.01%283%29); by an entity, as defined in s. [50.065 (1) (c)](https://docs.legis.wisconsin.gov/document/statutes/50.065%281%29%28c%29); by any caregiver of the adult at risk; or by a member of the immediate family of the vulnerable adult at risk. The records shall be released without informed consent in either of the following circumstances:

[55.043(1r)(b)6.a.](https://docs.legis.wisconsin.gov/document/statutes/55.043%281r%29%28b%296.a.) **a.** To an adult-at-risk agency or other investigative agency under this section. The financial record holder may release financial record information by initiating contact with the adult-at-risk agency or other investigative agency without first receiving a request for release of the information from the adult-at-risk agency or other investigative agency.

[55.043(1r)(b)6.b.](https://docs.legis.wisconsin.gov/document/statutes/55.043%281r%29%28b%296.b.) **b.** Under a lawful order of a court of record.