

Ordering Police Reports

Police Records Retrieval gives you the ability to order and receive a wide range of reports- auto accident, building fire, vandalism, and more- from police jurisdictions in the United States and Canada. Some jurisdictions require an authorization letter from the insurance company authorizing LexisNexis as an approved third-party processor. Our database tracks these jurisdictions and our system automatically generates the necessary authorizations.

The screenshot shows a web browser window with the URL <https://securedev.accurlnt.com/>. The page title is "Police Records All Vehicles at Household Search - Windows Internet Explorer". The main content area is a search form with the following fields and sections:

- Navigation:** My Account, People, Business, Assets, Licenses, Phones, Courts, Health care, News, Analytical Tools.
- Sub-navigation:** Person, Advanced Person, People At Work, Carrier Discovery, Claims Discovery, Police Records, InstantID, More Searches.
- Form Fields:**
 - Select Report: All Registered Vehicles at Household
 - Claim #, Loss Date (mm/dd/yyyy), Time (hh:mm) AM
 - Home Address
 - City, State (circled in red), Zip, County
 - Name (First, Middle, Last Name or Company Name)
 - VIN
 - Vehicle Tag #, Tag State, Vehicle Make, Vehicle Model, Vehicle Year
 - Agency Name, Agency Type
 - Additional Info
 - Policy #, Policy State
 - Loss Kind
- Buttons:** SEARCH, CLEAR FORM
- Right Sidebar:**
 - Recent Searches: MyAccount, No Activity (Last 24 Hours)
 - All Recent Searches >
 - Search Tips: Since ideally each SSN is connected to a single person, it is the best way to search for an individual.
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Available Jurisdictions

United States and U.S. Territories Abbreviations

State	Abbreviation	State	Abbreviation	State	Abbreviation
Alabama	AL	Louisiana	LA	Oklahoma	OK
Alaska	AK	Maine	ME	Oregon	OR
Arizona	AZ	Maryland	MD	Pennsylvania	PA
Arkansas	AR	Massachusetts	MA	Puerto Rico	PR
California	CA			Rhode Island	RI
Colorado	CO	Michigan	MI	South Carolina	SC

Connecticut	CT	Minnesota	MN	South Dakota	SD
Delaware	DE	Mississippi	MS	Tennessee	TN
District of Columbia	DC	Missouri	MO	Texas	TX
Florida	FL	Montana	MT	Utah	UT
Georgia	GA	Nebraska	NE	Vermont	VT
Guam	GU	Nevada	NV	Virginia	VA
Hawaii	HI	New Hampshire	NH	Virgin Islands	VI
Idaho	ID	New Jersey	NJ	Washington	WA
Illinois	IL	New Mexico	NM	West Virginia	WV
Indiana	IN	New York	NY	Wisconsin	WI
Iowa	IA	North Carolina	NC	Wyoming	WY
Kansas	KS	North Dakota	ND		
Kentucky	KY	Ohio	OH		

Canadian Province Abbreviations

Province	Abbreviation	Province	Abbreviation
Alberta	AB	Northwest Territories	NT
British Columbia	BC	Ontario	ON
Manitoba	MB	Prince Edward Island	PE
New Brunswick	NB	Quebec	QC
Newfoundland	NF	Saskatchewan	SK
Nova Scotia	NS	Yukon	YT

Select Report

All report types can be viewed and selected within the dropdown menu. Required fields vary by the type of report ordered. The search form for each type of report indicates required information with a red asterisk *. Any additional information that you can include in the search will assist the responding jurisdiction to find and verify that they are returning the correct report.

The screenshot shows a web browser window with the URL https://securedev.accurint.com/~bstewart/app/bps_police_records/main. The application interface includes a navigation menu with tabs like 'My Account', 'People', 'Business', 'Assets', 'Licenses', 'Phones', 'Courts', 'Health care', 'News', and 'Analytical Tools'. The 'Police Records' tab is active, and a dropdown menu for 'Select Report' is open, listing various report types. The search form contains several input fields, some with red asterisks indicating required fields. A 'SEARCH' button and a 'CLEAR FORM' button are present. On the right side, there is a 'Recent Searches' section and a 'Search Tips' box.

Report Type Descriptions

Report Type	Description
Photos	Photos of scene.
All Registered Vehicles at Household	This search uses the year, make, model, name and address to locate all vehicles registered at one location. This search provides a complete listing of vehicles registered allowing you to find additional vehicles, non-listed drivers, verify vehicle registration and ownership information.

Arrest Report	Provides name of the arrested person along with any and all charges, arresting officer's name, personal information pertaining to the arrestee, such as name, driver's license number, etc.
Auto Accident	Individuals involved in the accident, description of vehicles, narrative, and witness statements.
Auto Theft	Vehicle description, owner's information and insured/claimant narrative.
Auto Theft Recovery Report	Location of recovery, condition of vehicle at the time of recovery and suspect information.
Birth Certificate	Provides the full name, date of birth, place of birth, parental information.
Citation/Conviction Report	A reference to previous court decisions or authoritative writings. Detail of all charges pending towards individual from an officer.
Autopsy/Coroners Report	Determined cause of death, autopsy report, body description of deceased and some police departments provide the toxicology report along with this report; however, each department is different. The toxicology report may be ordered separate as a report type "Z".
Death Certificate	Provides the date of passing, next of kin, and often cause of death.
DUI Report	Suspect information , "blood alcohol content" (BAC) results, breathalyzer results, and conclusion.
EMS Report	Includes any known detail of physical injuries, location of the occurrence of injury, and any pre-hospital treatment.
Face Sheet/ Log Sheet	A report that indicates that an Accident occurred. It has the involved parties listed with the location and date of loss. It is usually the first page of the report.
Homicide Report	Scene description, deceased information, investigation narrative, probable cause of death if determined, no suspect information is available due to felonious offense with the exception of vehicular homicide reports.
Insurance Verification	Name of the insurance company, individual's policy and vehicle information.

Issue Letter Interest	Notice sent on behalf of the Insurance Carrier advising whom to contact in the event a recovery of stolen items is made. The Police Agency is advised of Carrier name, Claim number, Date of Loss, and Adjuster contact.
Other	Witness statements, mv104 reports, unusually reports, etc.
Reconstruction Report	When vehicles are moved prior to the arrival of an officer on the scene, the officer takes details from the involved party (ies) along with physical evidence to reconstruct an accident scene.
Registered Vehicle Owner	Vehicle information and registered vehicle owner information including address, when available.
Fire Building	Extinguishing method, location of structure, owner and tenant's name, date, time type of damage, exposures, and if arson is suspected.
Supplemental Report	Details information not obtained at the origin of the report.
Theft/Burglary	List of stolen property and value, type of entry, and suspect information.
Title History	Complete history of vehicle ownership.
Toxicology Report	Record of the nature, effect, and detection of poisons pertaining to possible cause of death or physical condition at the time of death.
Vandalism	Property owner, incident location , date, time, type of damage, suspect information, and narrative.
Fire Car	Vehicle information, owner information, location and run times.

Agency Type Abbreviations

The screenshot shows a web browser window with the URL https://securedev.accuirt.com/~bstewart/app/bps_police_records/main. The page title is "Police Records All Vehicles at Household Search". The interface includes a navigation menu with tabs like "My Account", "People", "Business", "Assets", "Licenses", "Phones", "Courts", "Health care", "News", and "Analytical Tools". The main search area is titled "All Registered Vehicles at Household" and contains various input fields for search criteria. A dropdown menu for "Agency Type" is open, displaying a list of abbreviations: BVS, CO FD, CO PD, CO SO, CORON, COURT, DMV, DPS, EMS, EPA, FD, HP, MP, PD, SEC, SO, TWPF, and TWP PD. The "Agency Type" label is circled in red. A "SEARCH" button is visible next to the dropdown. On the right side, there are sections for "Recent Searches" (showing "No Activity (Last 24 Hours)") and "Search Tips" (advising that ideally each SSN is connected to a single person).

Agency Type	Abbreviation
Bureau of Vital Statistics	BVS
County Fire Department	CO FD
County Police Department	CO PD
County Sheriff	CO SO
Coroner	CORON
Court House	COURT
Department of Motor Vehicles	DMV
Department of Public Safety	DPS
Emergency Medical Services	EMS
Environmental Protection Agency	EPA
Fire Department	FD

Order Status

LexisNexis assigns a status to each order to allow you to follow your order's progress.

Status	Description
Outstanding	Shows a listing of all requests that don't have a response from the requested agency.
Completed	Shows a listing of all requests that have received responses.
Viewed	Shows a listing of all responses that have been viewed in the Report Manager.


Results

LexisNexis allows designated adjusters to perform a search by claim number or person.

Step	Action
1	In the Report Manager select Police Record Reports in the Other Reports drop down menu.
2	Click the Order Status from the Order Status drop-down menu.
3	Enter the available search information.
4	Click Submit Request . A list of orders that meet your criteria entered will be displayed

Viewing Order Details

LexisNexis provides designated adjusters the ability to verify the information provided when ordering a report. The following table explains the procedures for viewing an order's details.

Step	Action
1	In the Report Manager select Police Record Reports in the Other Reports drop down menu.
2	Click the Order Status from the Order Status drop-down menu.
3	Enter the available search information.
4	Click Submit Request . A list of orders that meet your criteria entered will be displayed
5	Click the  icon beside the order under the Order Detail header.

Viewing Reports

After a report has been completed, it can be viewed in the Report Manager if the adjuster's security access permits it. The following table explains the steps to view a report.

Step	Action
1	In the Report Manager select Police Record Reports in the Other Reports drop down menu.
2	Click the Order Status from the Order Status drop-down menu.
3	Enter the available search information.
4	Click Submit Request . A list of orders that meet your criteria entered will be displayed
5	Click on the Order Number. Note: To view a report, Acrobat Reader must be installed on the computer.

Termination Code Descriptions

Termination codes and descriptions are displayed in the Order Detail section of the Report Manager and in notification response PDF documents.

Code	Description
Police Report Attached	A report was found by police records and forwarded by LexisNexis.
No Report Found	Report could not be found with the information provided. Suggestions are made as to what information would help.
No Report Written	Some agencies do not write a report for losses on private property or if the loss is under a certain value.
Report Released to Insured Only	A few agencies will not release a report to anyone other than a party involved.
Insufficient Info to Order	If a report cannot be ordered due to a missing piece of critical information, a notice is generated telling what information is needed.
Report Number Needed	If an agency requires a report number to do a search and it is missing from the request.
Duplicate Request	If an active request in our system and a duplicate request is generated, a notice is sent of the duplicate and the report is not re-ordered.

Police Agency failed to respond	If a report request is distressed, two or more calls are made. When we have been promised the report but it still is not received, we terminate the request.
Conflicting Information on Request	The report request had information in one section that conflicted with another section. Example: Order report from "CA HP" but the state of loss shows "NJ".
Wrong Jurisdiction- More Info Required	The request specified an agency, but they advised LexisNexis it was not theirs. There was insufficient info to determine the correct jurisdiction.
Signed Release Required	Some police agencies require a party involved to sign a release allowing us to get a copy of the report.
Miscellaneous- Not Found	If a report cannot be found for reasons out of the ordinary, No Report Found notice with notes of explanation is sent.
Wrong Jurisdiction- Reroute	The request specified an agency but they advised LexisNexis it was handled by another jurisdiction. We reroute the request to the correct jurisdiction.
Agency Address Change	If the report was requested from an agency that has moved and comes back to us as 'No Forwarding Address', we obtain the correct address and reorder the report.
Agency Requirements Change	If the report was requested from an agency that has changed their requirements since our last contact, we send a notice and reorder the report.
Wrong Info Submitted from Client	This is the same as NRFN, except the information is incorrect and would never find a report. We fax a notice explaining the issue.
CRU Error	Occasionally we will make a mistake. We take corrective action, reorder the report and fax a notice advising you of the situation.
Agency Error- Reorder	Sometimes an agency will make a mistake and requires corrective action. We coordinate the corrective action with the agency.