Fraud Reporting & Investigation @ ARIN

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Why Fraud Matters

- Accurately and reliably maintaining registration information is core to ARIN's mission

- Fraud against ARIN threatens that mission

  – ARIN's value would be greatly diminished without the trust of the community

- For that reason, preventing and investigating fraud is **<u>extremely</u>** important

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Let's Talk About Fraud

- ARIN has historically looked at finding and preventing fraud as one of our most important responsibilities

- ARIN developed a formal fraud reporting process in 2008

- The formal fraud reporting process found on our website is the preferred method for receiving reports of fraud

Reporting Fraud to ARIN

- ARIN's process for reporting fraud is outlined on our website
    - https://www.arin.net/reference/tools/fraud_report/
- It is the preferred method for the following reasons:
    - Ticket number and updates are automatically generated and provided to the reporter
    - Investigative results are tracked, documented, and reported quarterly

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Reporting Fraud to ARIN

- Alternatives
  - Submit a help desk ticket via www.arin.net
  - Send an email to hostmaster@arin.net
  - Send an email to ARIN staff
  - Call the help desk at 703-227-0660
- We also monitor:
  - Operator mailing lists
  - Security blogs
  - RIR mailing lists

Types of Fraud

- The most common types of fraud that ARIN encounters today are:
  - Attempts to change registration data
  - False information provided for the purpose of obtaining number resources outside of public policy
  - Transfer of number resources through identity theft

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Investigation

- Analyst assigned to research
- Analyst researches and compiles data, such as:
  - Changes made to records
  - Documents received
  - Tickets submitted
  - Third party information
- Analyst reviews with manager & legal to determine next steps

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Actions ARIN Has Taken

- Reverting unauthorized changes
- Flagging records to notify staff of any changes made
- Locking records to prevent fraudulent actions being taken
- Initiating customer audits
- Reporting illegal activities to law enforcement agencies

Takeaways

- ARIN staff spends a large amount of time investigating and preventing fraud

- We strive to be as transparent as possible; however, we may not always be able to share all details for legal reasons

- Feedback welcome!

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Questions?