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**Jewelers Mutual<sup>®</sup>**

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JEWELERS SUSPICIOUS INCIDENT  
**LOGBOOK**



# JEWELERS SUSPICIOUS INCIDENT LOGBOOK

Robbers and thieves tend to scope out – or “case” – their targets prior to taking any action. The sooner you recognize suspicious activities, the quicker you can alert local law enforcement of a crime in the making.

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## Be suspicious of people who:

- Ask unusual questions like: How many people are working today? What is the most expensive item you carry? Where is your safe located? Do you offer in-store credit?
- Come in at unlikely hours
- Come in as odd groupings
- Make signals to each other in your store
- Are more interested in your security than your merchandise
- Avoid eye contact and conversation
- Avoid touching anything
- Take pictures or videos of your merchandise or displays
- Are or appear to be talking on the phone
- Are dressed to disguise their appearance

## Here are a few things to include in this logbook:

- **Descriptions of People**  
Ethnicity, hair color/style, eye color, height, weight, estimated age, glasses, style of clothing, tattoos and other physical traits
- **Descriptions of Vehicles**  
Make, model, estimated year, color, license plate and other features like damage, rust, and bumper stickers
- **Unique Notes**  
Did they tell you a particular story about who they were shopping for or why they were browsing at your location? Were they looking for specific merchandise or mention price points? Did they say anything odd or alarming?

**Additional Resources:** [A Jeweler's Guide to 24/7 Security](#)

Contact the loss prevention team at Jewelers Mutual Group by emailing [lossprevention@jminsure.com](mailto:lossprevention@jminsure.com).

| Date     | Time      | Description of Incident   | Identifying Personal Characteristics   | Filed Surveillance Video   |
|----------|-----------|---|--|--|
| 1/2/2021 | 1:25 p.m. | <p><b>Entry Example</b></p> <p>A couple entered the store to purchase a necklace for their grandmother. They provided an expired Discover card ending in the digits 1234, expiration 12/23. When the card was declined, they asked to speak with a person they had dialed on their cell phone. When we refused to do so, and advised we were going to call the number on the back of the card, they left the store.</p> | <p>Female - in her mid 30s heavy set, approx. 5'3" tall. Blonde straight shoulder-length hair. Blue eyes. Had a tattoo on her right hand, between thumb and forefinger, of a heart with an arrow through it.</p> <p>Male - in his early to mid 30s. Approximately 5'10", medium build. Light brown short hair. Diamond stud earring in his left ear. Spoke with a southern accent.</p> | <p>Provide a detailed description of where the security camera(s) footage/image(s) is/are stored electronically.</p> |

| <b>Date</b> | <b>Time</b> | <b>Description of Incident</b> | <b>Identifying<br/>Personal Characteristics</b> | <b>Filed<br/>Surveillance Video</b> |
|-------------|-------------|--------------------------------|---|-------------------------------------|
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