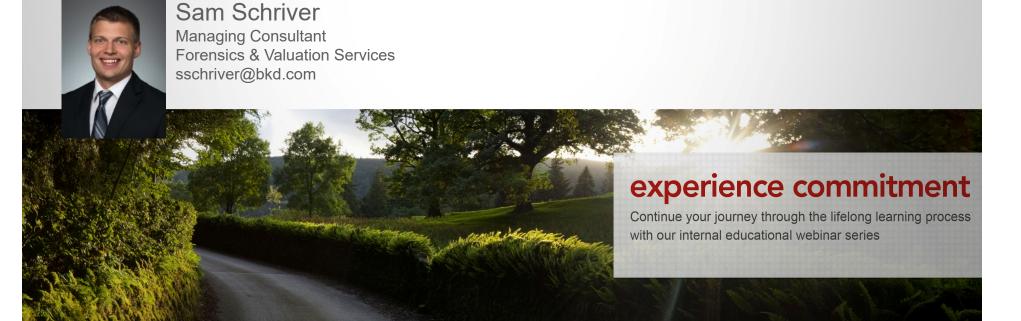


Ethics & Other Key Related Concepts – Insights From a Fraud Investigator

March 24, 2021

Internal Education Series



Learning Objectives

- Define ethics & other key related concepts
- Describe a model for ethical decision making
- Ethics/other key related concepts in different industries
- Examples of crossing the ethical boundary
- How to identify unethical behavior



Webster's Definition of Ethics

- Discipline dealing with what is good & bad & with moral duty & obligation
- Set of <u>moral principles</u>: theory or system of moral values
- Principles of conduct governing individual or group
- Guiding philosophy
- Consciousness of moral importance



Ethics





Polling Question #1

Have you ever faced an ethical dilemma during your career?

- A. Yes
- B. No
- C. Unsure
- D. Prefer not to answer



Ethical Decision-Making Process

- Often we do not have all facts & must probe to uncover "right" or best way to respond to our dilemma
- Ethical issues often times involve competing values
- Sometimes, there may be more than one "right" answer. As a professional, you cannot shy away from these gray areas but instead must learn to actively work through them
- Ethical decision-making model, which is a series of evaluation questions to help you analyze & determine best possible solution to an ethical dilemma

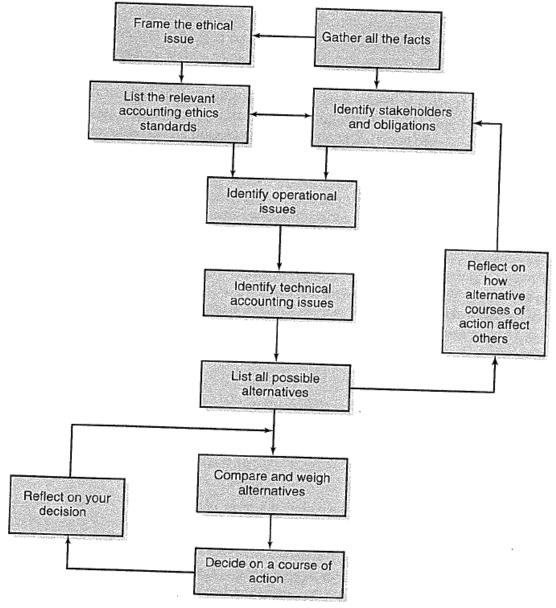


Ethical Decision-Making Process

- To address ethical matters & make good judgments, you must first be able to recognize issues when they arise
- This means being familiar with profession's body of rules & regulations from AICPA & your local state boards
- You also don't need to do this analysis alone or make this decision by yourself (See Risk, Seek Help) – there is lots of help available
- AICPA Ethics Hotline 1.888.777.7077



FIGURE 2.2 An Ethical Decision-Making Model





Steps in Ethical Decision-Making Model

- 1. Frame ethical issue
- 2. Gather all facts
- 3. List relevant accounting & ethics standards
- 4. Identify stakeholders & obligations
- 5. Identify operational issues & technical accounting issues
- 6. List your possible alternatives
- 7. Consider effects on stakeholders
- 8. Compare & weigh alternatives
- 9. Decide on a course of action
- 10. Reflect on your decision
- 11. Document your efforts



Frame Ethical Issue

You have disclosed a finding & recommendation in a report. Upon providing draft to client, you are asked to remove finding

This is an ethical dilemma because you are experiencing a conflict in your values, that is a need to satisfy client & your obligation to accomplish disclosure of what you believe is a legitimate finding



Gather Critical Facts

- Issue is a compliance issue that is outside scope of your engagement & you discovered issue by chance
- Client indicates board & senior management are aware of issue
- Client is concerned about having issue in writing because regulatory reviewers will then be pointed to issue
- Client indicates they have no intention of changing their practices to be in compliance
- Long-time client, fees \$200,000 per year



Consider Applicable Accounting & Ethics Standards

Professional ethics rules, regulations & laws include those rules of conduct issued by any professional association or society

- AICPA
- Applicable State Accountancy Boards
- Applicable State CPA Societies
- Other Regulatory Requirements (GAO, SEC, PCAOB, NAIC)

Also consider your firm or company's policies that impact your decision.



Identify Stakeholders

These are people or organizations that will be affected either positively (benefited) or negatively (harmed) by your decisions For example

- Client
- Regulatory agency
- Lenders, customers, vendors, consulting firm
- Firm

You should consider as many stakeholders as possible to get a comprehensive picture of who would be affected by your decision



Consider Your Alternatives

Start with determining what might be appropriate courses of actions.

Option 1, Option 2, Option 3, etc.



Polling Question #2

What is the first step in the Ethical Decision-Making Model?

- A. Gather all facts
- B. Identify stakeholders
- C. Frame ethical issue
- D. List relevant accounting & ethical standards



Consider Effect on Stakeholders

- How will each of these approaches likely impact each stakeholder?
- You have to apply your judgment in determining which option may be best so it is important to think through potential ramifications each approach might have on stakeholders



Weigh Your Options

Now that we have determined issues & stakeholders & determined potential effects on stakeholders & possible options, it is time to weigh your options

How comfortable are you with each option?

You might want to consider how you would feel if you had to discuss your decision in public & would you be concerned with how this reflects on your ethics



Make a Decision

- Discuss matters with trusted colleagues
- Consider matters from various perspectives
- Consider if you need further counsel (involvement of others in your firm or company)
- Ultimately, decision is yours & you should take time needed to try to arrive at right decision



Reflect on Your Decision

- Once time has passed, it may be instructive to reevaluate decision you made & consider whether, given outcome of events, you would have done anything differently
- Would you make the same decision again?
- Why or why not?



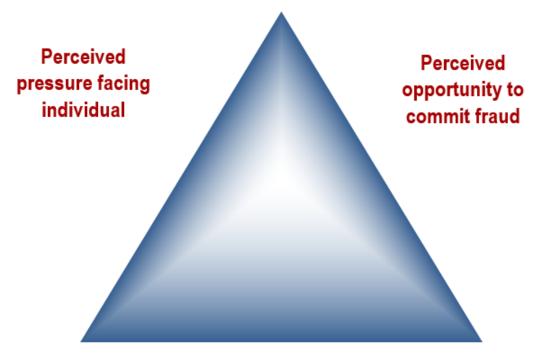
Document Your Efforts

Once you have made a decision, you should consider documenting this so that you can later remember

- Your understanding of facts at the time
- Persons with whom you consulted & their professional affiliations
- Your basis for your decision
 - Documentation reviewed
 - Notes from discussions
 - Emails with involved parties
- Some decisions require more documentation than others
- Seek assistance with documentation if needed



The Fraud Triangle



Person's rationalization or integrity



Quote from President & CEO of ACFE

"Coronavirus Pandemic Is a Perfect Storm for Fraud"

- Bruce Dorris, April 10, 2020



Story time...

Meet Paul Orphan:

- Chief Water Engineer of Washoe County, NV
- Employed by municipal water department for 20 years
- Very personable liked & highly regarded by staff and superiors alike
- Workaholic
- Recently divorced, with two college-aged daughters
- Hobbies: reading, riding motorcycles, volunteered at local homeless shelter most weekends, loves dogs





The End

Meet Paul Orphan:

- Convicted felon
- Received 12 to 30 years in prison and ordered to pay restitution of \$2.2 million





Polling Question #3

Which is not one of the sides of the "Fraud Triangle"?

- A. Financial pressure
- B. Insecurity
- C. Rationalization
- D. Opportunity



REPORT TO THE NATIONS®

2020 GLOBAL STUDY ON OCCUPATIONAL FRAUD AND ABUSE









2,504 CASES from



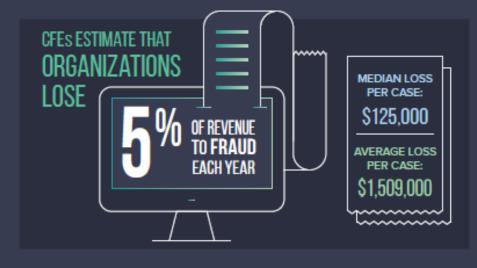
Causing total losses of more than \$3.6 BILLION

125 COUNTRIES



TYPICAL FRAUD CASE lasts causes a loss of 14 MONTHS before detection per month





ASSET MISAPPROPRIATION SCHEMES are most common and least costly



\$100,000

FRAUD SCHEMES are

least common and most costly

\$954,000 median loss

©2020 Association of Certified Fraud Examiners, Inc.



How Occupational Fraud Is Concealed

Understanding the methods fraudsters use to conceal their crimes can assist organizations in more effectively detecting and preventing similar schemes in the future.

TOP 4 CONCEALMENT METHODS USED BY FRAUDSTERS



40%

Created fraudulent physical documents



36%

Altered physical documents



27%

Altered electronic documents or files



26%

Created fraudulent electronic documents or files



12% did not involve any attempts to conceal the fraud



Ways CPA's Get Into Ethical Hot Water

- Lack of objectivity
- Power
- Superiority bias
- Pressure
- Ignorance



Objectivity / Skepticism

Skepticism An Enemy of Fraud



Six Characteristics of Skepticism

- ➤ Questioning Mind—A disposition to inquiry, with some sense of doubt
- Suspension of Judgment—Withholding judgment until appropriate evidence is obtained
- > Search for Knowledge—A desire to investigate beyond the obvious, with a desire to corroborate
- ➤ Interpersonal Understanding—Recognition that people's motivations and perceptions can lead them to provide biased or misleading information
- ➤ Autonomy—The self-direction, moral independence and conviction to decide for oneself, rather than accepting the claims of others
- > Self-Esteem—The self confidence to resist persuasion and to challenge assumptions or conclusions

Summarized from R. Kathy Hurtt, "Development of a Scale to Measure Professional Skepticism," Auditing: A Journal of Practice and Theory, May 2010.

DETERRING AND DETECTING FINANCIAL REPORTING FRAUD: A PLATFORM FOR ACTION





Polling Question #4

According to the lasted edition of Report to the Nations, what is the most common scheme in every global region?

- A. Skimming
- B. Corruption
- C. Financial Statement Manipulation
- D. Paying Personal Bills



By Industry





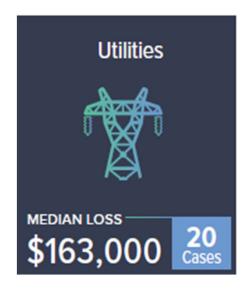




FIG. 20 What are the most common occupational fraud schemes in various industries?

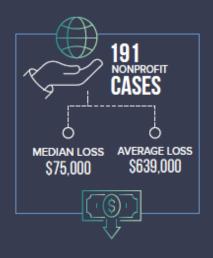
INDUSTRY Banking and financial services	Cases	Billing 8%	Cash larceny	Cash on hand	Check and payment tampering	Corruption	88 Expense reimbursements	Financial statement fraud	Noncash	Payroll	Register disbursements	Skimming
Government and public administration	189	18%	5%	9%	4%	48%	17%	4%	17%	17%	0%	7%
Manufacturing	177	23%	5%	6%	8%	50%	20%	18%	23%	10%	2%	8%
Health care	145	33%	10%	10%	14%	40%	22%	14%	24%	15%	6%	10%
Energy	89	24%	6%	7%	6%	66%	11%	9%	25%	6%	1%	9%
Retail	89	22%	15%	15%	11%	37%	17%	6%	20%	11%	7%	15%
Insurance	82	24%	2%	5%	9%	43%	16%	11%	9%	5%	2%	6%
Education	82	30%	9%	13%	18%	30%	22%	7%	17%	13%	1%	22%
Construction	77	22%	13%	12%	17%	47%	9%	25%	13%	13%	4%	13%
Transportation and warehousing	64	13%	5%	9%	5%	52%	9%	3%	23%	6%	0%	19%
Technology	63	24%	0%	5%	6%	46%	13%	13%	22%	11%	0%	0%
Telecommunications	62	5%	2%	3%	2%	56%	5%	6%	31%	2%	0%	5%
Food service and hospitality	59	22%	20%	10%	12%	39%	8%	8%	25%	12%	10%	14%
Services (professional)	54	37%	0%	9%	20%	26%	24%	15%	11%	22%	2%	11%
Real estate	52	25%	13%	12%	21%	48%	17%	15%	12%	8%	4%	27%

MORE RISK

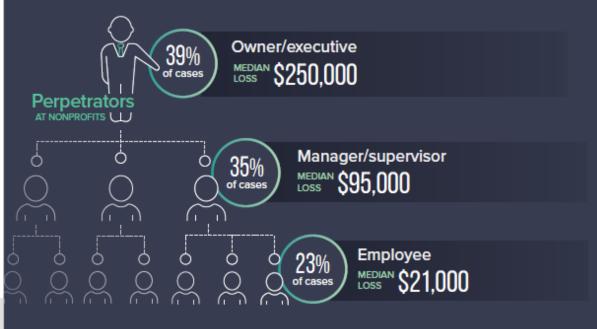
LESS RISK

Fraud in Nonprofits

Nonprofit organizations can be more susceptible to fraud due to having **fewer resources** available to help prevent and recover from a fraud loss. This sector is particularly vulnerable because of **less oversight** and **lack of certain internal controls**.



Nonprofit schemes	Percent of cases
Corruption	41%
Billing	30%
Expense reimbursements	23%
Cash on hand	17%
Noncash	16%
Skimming	15%
Check and payment tampering	14%
Cash larceny	12%
Payroll	12%
Financial statement fraud	11%
Register disbursements	3%





TOP 3 CONTROL WEAKNESSES Nonprofit organizations have FEWER ANTI-FRAUD LACK OF INTERNAL CONTROLS CONTROLS in place, leaving them LACK OF MANAGEMENT REVIEW **OVERRIDE OF EXISTING** INTERNAL CONTROLS VULNERABLE TO FRAUD 76% 68% 57% 44% 43% Nonprofit organizations 40% Other organizations 24% 21% Surprise audits Internal audit department Formal fraud risk Management review CONTROLS Detection AT NONPROFITS INTERNAL

TIP OR COMPLAINT 40%



AUDIT



MANAGEMENT REVIEW



BY ACCIDENT **7**%



EXAMINATION OF DOCUMENTS





Unethical Behavior in a COVID-19 World

- According to the FBI website, the public should be aware of the following potential indicators of fraudulent activity:
 - Advertisements or offers for early access to a vaccine upon payment of a deposit or fee.
 Requests asking you to pay out of pocket to obtain the vaccine or to put your name on a COVID-19 vaccine waiting list
 - o Offers to undergo additional medical testing or procedures when obtaining a vaccine
 - Marketers offering to sell and/or ship doses of a vaccine, domestically or internationally, in exchange for payment of a deposit or fee
 - Unsolicited emails, telephone calls, or personal contact from someone claiming to be from a medical office, insurance company, or COVID-19 vaccine center requesting personal and/or medical information to determine recipients' eligibility to participate in clinical vaccine trials or obtain the vaccine
 - Claims of FDA approval for a vaccine that cannot be verified
 - Advertisements for vaccines through social media platforms, email, telephone calls, online, or from unsolicited/unknown sources
 - o Individuals contacting you in person, by phone, or by email to tell you the government or government officials require you to receive a COVID-19 vaccine



Airports – Fake COVID-19 Test Results



 Negative COVID-19 tests are often required for travel.

 No standard form for the results.

 Allows for easy falsification of test results.



Utilities – Schemes in a COVID-19 World



- Impersonating utility workers.
- Demanding payment not owed
- Threatening disconnection
- Requesting personal information



Polling Question #5

Which of the following is a top control weakness commonly associated with nonprofit organizations?

- A. Lack of internal controls
- B. Lack of management review
- C. Override of existing internal controls
- D. All of the above



AICPA Code of Professional Conduct

- Due Professional Care requires the auditor to exercise:
 - Professional skepticism
 - o Is an attitude that includes:
 - a questioning mind,
 - being alert to conditions that may indicate possible misstatement due to fraud or error, and
 - a critical assessment of audit evidence
 - Considers the competency and sufficiency of the evidence
 - Neither assumes that management is dishonest nor assumes unquestioned honesty
 - Not satisfied with less than persuasive evidence because of a belief that management is honest 40 // experience drive



Which One Looks Suspicious?















Profile of a Perpetrator

- No prior criminal history (5%)
- Well liked by co-workers
- Likes to give gifts/compulsive shopper
- Gambling problems not unusual
- Long-term employee
- Rationalizes, starts small or "borrows"
- Lifestyle clues

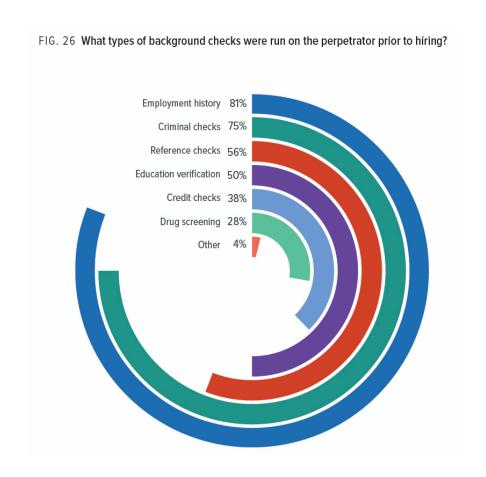
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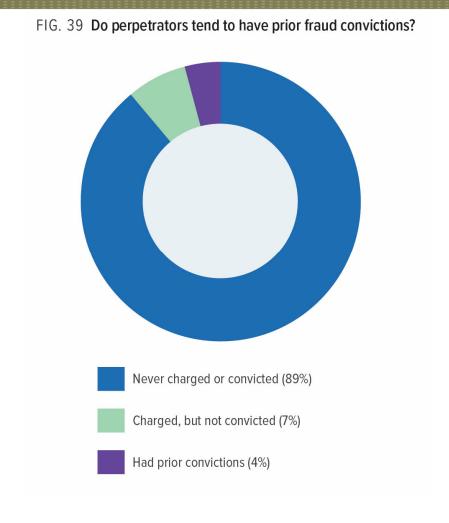


Types of Background Checks Run





Criminal History



When Perpetrators Gang Up

FIG. 38 How does the number of perpetrators in a scheme relate to occupational fraud?







\$350.000 Median loss



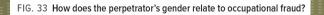
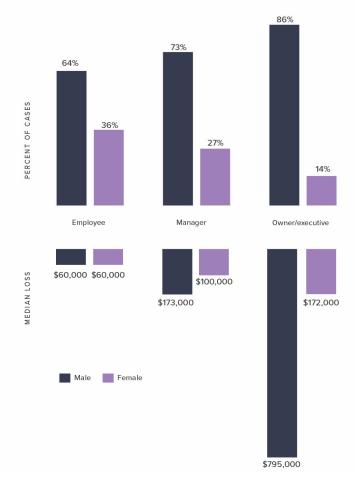




FIG. 35 How do gender distribution and median loss vary based on the perpetrator's level of authority?





BKD





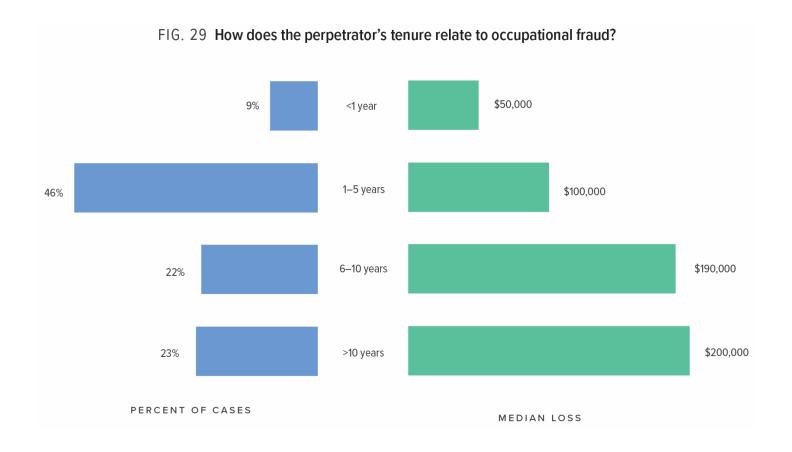






FIG. 37 How does the perpetrator's education level relate to occupational fraud?

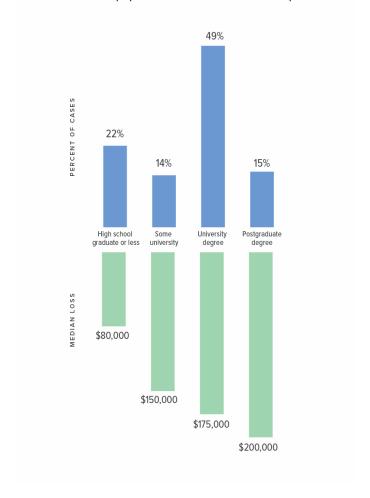
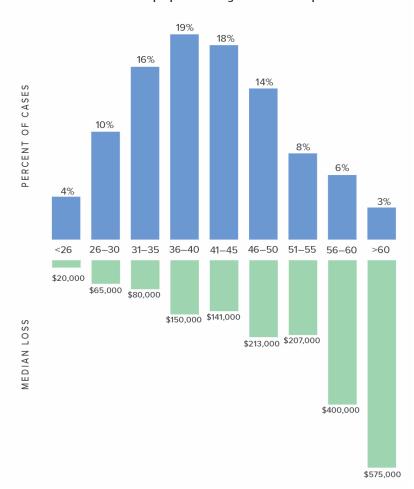




FIG. 36 How does the perpetrator's age relate to occupational fraud?







Recognizing the behavioral clues displayed by fraudsters can help organizations more effectively detect fraud and minimize their losses.







Case Study- Fruitcake....

AP Manipulation – Collin Street Bakery

AO 91 (Rev. 12/10) Criminal Complaint

United States District Court

NORTHERN

DISTRICT OF

UNITED STATES OF AMERICA

V.

COMPLAINT

SANDY JENKINS

Document 1 Filed 08/12/13 Page 1 of 9 PageID 1

U.S. DESTRICT COURT

NORTHERN DISTRICT OF TEXAS

CLERK, U.S. DISTRICT COURT

By

Deputy

OTICE

CASE NUMBER: 3-13-MJ-503 PH



Case Study







WHERE DID THE MONEY GO?

Year	Total Number of Fraudulent Checks	Total Dollar Amount
2005	76	\$2,149,137.00
2006	139	\$2,286,182.98
2007	140	\$2,483,598.09
2008	127	\$2,220,483.05
2009	106	\$1,732,994.64
2010	97	\$1,615,790.49
2011	88	\$1,866,883.43
2012	81	\$1,749,328.75
2013*	34	\$545,388.48
Grand Total	888	\$16,649,786.91
*January I.	, 2013 to June 21, 2013	

Payee	Total Amount
American Express	\$11,120,449.92
Citi Card	\$1,941,596.39
Neiman Marcus	\$1,196,773.51
Bank of America	\$555,915.97
Capital One	\$337,957.66
BAC H/L (Home Loan) Servicing	\$125,854.30
Lexus Financial Services	\$101,303.27
Sewell (Lexus)	\$98,662.30



Odd Behavior to Routine Requests







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Neiman Marcus	\$1,196,773.51
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Capital One	\$337,957.66
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Lexus Financial Services	\$101,303.27
Sewell (Lexus)	\$98,662.30



Polling Question #6

What is the most common type of prior fraud conviction history for a perpetrator?

- A. Never charged or convicted
- B. Charged, but not convicted
- C. Had prior convictions
- D. None of the above



The Fraud Spectrum

Affected by: Company culture, industry, position in company, personal spending philosophy

Good

Clearly bad

Examples

Never taking a dollar that isn't yours, avoiding perceptions of conflicts of interest, recording accounting entries based on what is right, not what helps bottom line

Examples

First class business travel, borrowing office equipment for home projects, awarding project to a relative, "aggressive" accounting positions. These are often debated

Examples

Classic fraud schemes
– e.g., fake vendors,
skimming cash
receipts. Normally
little debate here



Three Common Buckets of Credit Card Purchases

Okay:
Office supplies with receipts, approved travel for conferences

May be inappropriate:
First class travel,
certain meals, fuel for
personal car, gift cards

Clearly wrong: casino cash advances, home remodeling projects

Don't give this bucket an automatic free pass



Different Ways of Doing Business

- What's "ethical" in one company might be frowned upon in others
 - Spouse travel to conferences
 - First class travel
 - High-end wining & dining
 - o Business in U.S. vs. Mexico vs. China, etc.



Superiority Bias

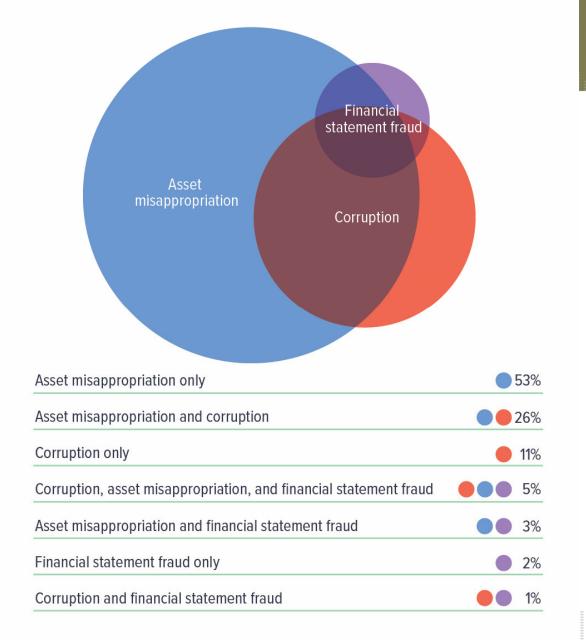
 "Powerful people deceive themselves into decisions that are consistently worse than those made by people who feel less powerful but accept advice"

• The more power, less advice taken

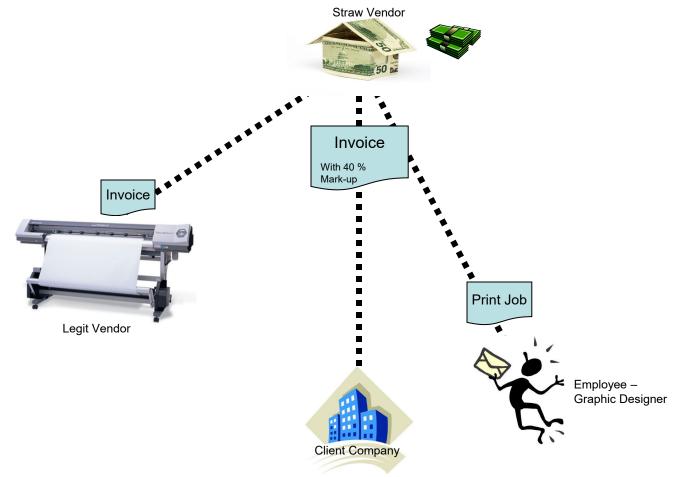
Rules become fuzzy with self justification



FIG. 4 How often do fraudsters commit more than one type of occupational fraud?









Take the Extra Step to Verify

- Google and Google map new vendors
 - Especially consultants & service providers
- Look up on Secretary of State website
- Google product number from invoice
- Second guess handwriting on a receipt
- Don't take things at face value



Polling Question #7

What can you do to identify unethical behavior?

- A. Notice odd behavior when asking a basic question
- B. Take the extra step to verify representations
- C. Trust your gut instinct
- D. All of the above



Ignorance



"I knew it was wrong....I knew that what I was doing was misleading. But I didn't think it was illegal. I thought: That's how the game is played. You have a complex set of rules, and the objective is to use the rules to your advantage. And that was the mistake I made."

Andrew Fastow

Enron Chief Financial Officer





"Let the minutes show that Fenwick brought up the subject of corporate ethics."



Avoid Going Through the Motions

- Professional skepticism is a must
- Implement procedures to identify unethical behavior







Credit: Phil Hobden, LinkedIn

BKD BKD

69

Ideas For Procedures

- Compare tiny check images to general ledger listing of checks
 - o Is check there?
 - o Payee the same?
 - o Amount the same?







Ideas For Procedures

 Compare carbon copy deposit slip to cleared deposit slip from bank statement

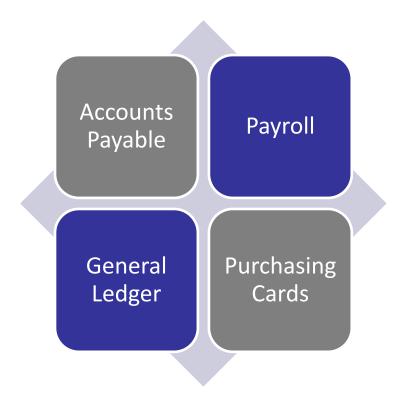






Ideas For Procedures

- Computer Analytics
 - Every 5 years or so



2



Whistle-Blowing

Term originates form the practice of British police who blew their whistles when they observed the commission of a crime.

- Internal Whistle-Blowers: Current employees, management, directors/officers
- External Whistle-Blowers: Customers, vendors, suppliers, investors, law enforcement, competitors, mass media rmer employees

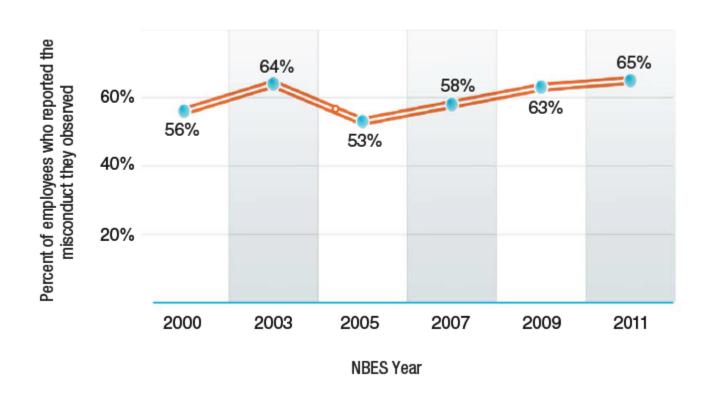
Reportable Misconduct:

- Unethical conduct
- Illegal or unlawful conduct
- Unprocedural conduct
- Wasteful conduct



Whistle-Blowers

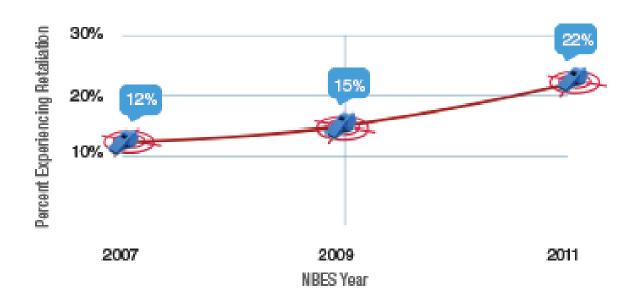
PERCENTAGE WHO REPORTED MISCONDUCT THEY OBSERVED: 2000-2011





Whistleblower Retaliation

RETALIATION AGAINST WHISTLEBLOWERS AT ALL-TIME HIGH



© 2012 ETHICS RESOURCE CENTER







Whistle-Blowers - Employees

- Only 1 in 6 reporters (18%) choose to report externally.
- Of those who choose to go outside their company at some point, 84% do so only after trying to report internally first.
- Half of those who choose to report to an outside source initially later report internally as well.
- Only 2% of employees solely go outside the company and never report the wrongdoing they have observed to their employer.



Whistle-Blowers

INSIDE THE MIND OF A WHISTLEBLOWER

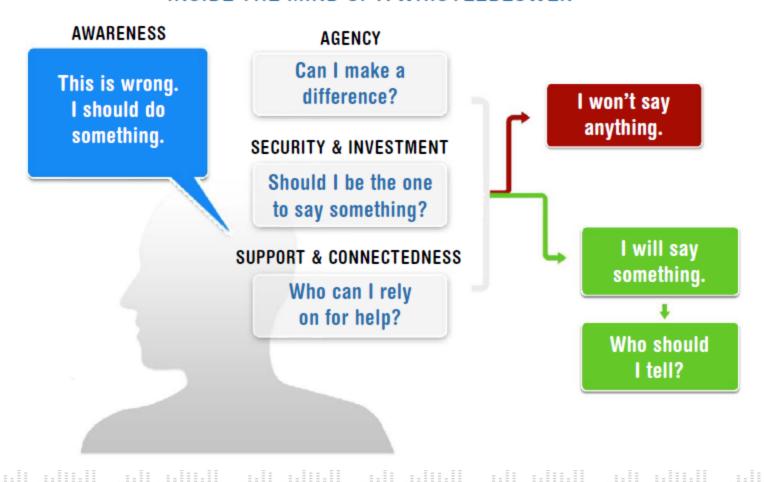




FIG. 9 How is occupational fraud initially detected?

Tip	43%
Internal audit	
	15%
Management review	
	12%
Other	604
	6%
By accident	5%
Account reconciliation	
	4%
External audit	
	4%
Document examination	
	3%
Surveillance/monitoring	
	3%
Notified by law enforcement	
	2%
IT controls	
	2%
Confession	
	1%



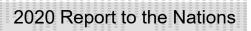


FIG. 12 What formal reporting mechanisms did whistleblowers use?

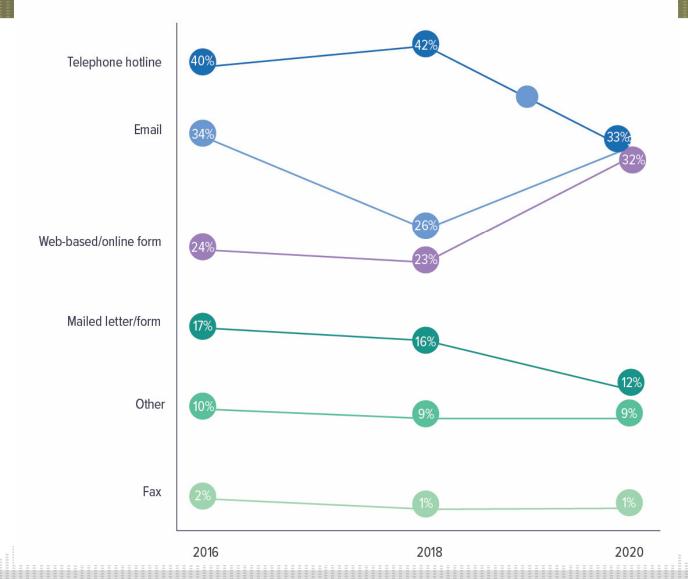




FIG. 10 Who reports occupational fraud?

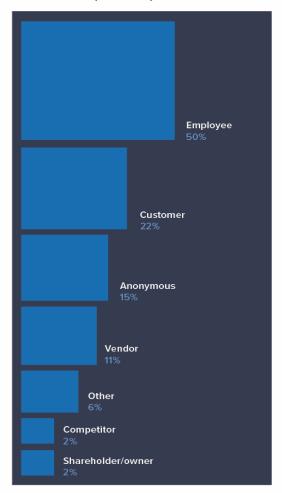
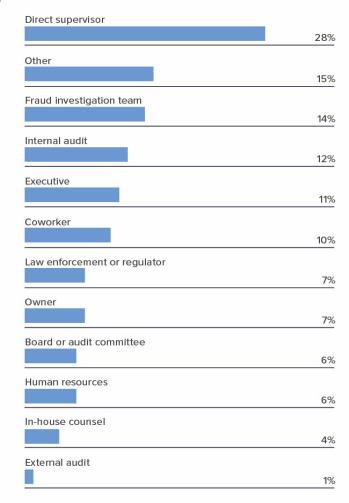
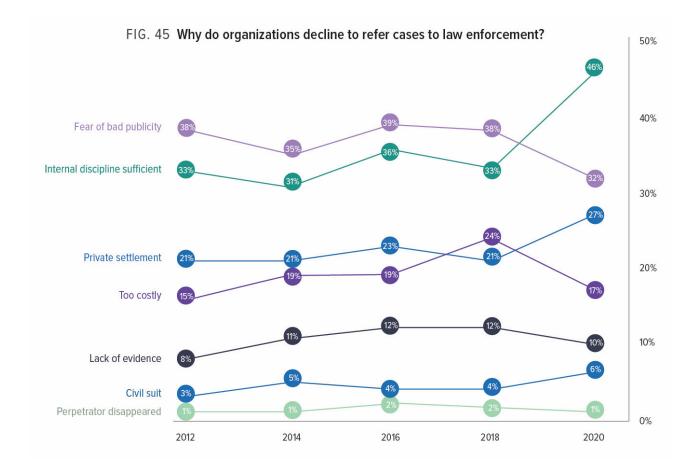


FIG. 13 To whom did whistleblowers initially report?







STATE INTEGRITY 2015

Published — November 9, 2015 Updated — November 12, 2015 at 11:59 am ET

MISSOURI GETS D- GRADE IN 2015 STATE INTEGRITY INVESTIGATION



Missouri Grade: D-(62) RANK: 26 TH

Assessing the systems in place to deter corruption in state government

Click on each category for more detail

OUR METHODOLOGY

Public Access to Information	GRADE: F(50)	rank: 18 th
Political Financing	GRADE: F(41)	RANK: 44th
Electoral Oversight	grade: F(56)	RANK: 42nd
Executive Accountability	grade: C(75)	rank: 3rd
Legislative Accountability	grade: F(59)	rank: 37 th
Judicial Accountability	GRADE: D+(67)	rank: 5 th
State Budget Processes	grade: D(65)	rank: 43 rd
State Civil Service Management	grade: F(59)	rank: 29 th
Procurement	grade: D-(63)	RANK: 41st
Internal Auditing	GRADE: B-(83)	RANK: 17th
Lobbying Disclosure	GRADE: C-(71)	rank: 10th
Ethics Enforcement Agencies	grade: D(64)	rank: 11th
State Pension Fund Management	grade: F(53)	rank: 38th



Ethics Enforcement Agencies

GRADE: D(64)

RANK: 11th

Are there laws and regulations to promote and protect a professional ethic enforcement agency (or set of agencies)?

In law, there is an entity/ies tasked with enforcing state ethics rules in all branches of government.



In law, the ethics entity/ies has an independently allocated budget.



In law, the ethics entity/ies can independently initiate investigations and sanction offenders.



In law, the ethics entity/ies can propose the creation of relevant laws or regulations to bolster its mission.



In law, the ethics entity/ies is required to report on its investigations, activities and advisory opinions.



Are the laws and regulations to promote and protect a professional ethics enforcement agency (or set of agencies) effective?

In practice, the ethics entity/ies has sufficient staff and resources to conduct its work.



In practice, the ethics entity/ies' management actions (e.g. hiring, firing, promotions) are not based on cronyism, nepotism, or patronage.



In practice, the ethics entity/ies operates with independence and is protected from political interference.



In practice, the ethics entity/ies independently initiates investigations and imposes penalties on offenders.





Ethics Enforcement Agencies

GRADE: D(64)

RANK: 11th

Are there regulations governing conflicts of interest by the ethics enforcement agencies?

In law, members of the ethics entity/ies are required to file an asset disclosure forms.

MODERATE

In law, gifts and hospitality offered to members of the ethics entity/ies are regulated.

MODERATE

In law, members of the ethics entity/ies must recuse themselves from actions in which they may have a conflict of interest.



In law, there are restrictions for members of the ethics entity/ies entering the private sector after leaving the office.



Are the regulations governing conflicts of interest by the ethics enforcement agencies effective?

In practice, members of the ethics entity/ies adhere to the law governing gifts and hospitality.



In practice, ethics entity/ies asset disclosures are independently audited.



In practice, members of the ethics entity/ies adhere to the law governing private sector employment after leaving office.





Ethics Enforcement Agencies

GRADE: D(64)

RANK: 11th

Can Citizens access asset disclosures and ethics entities reports?

In practice, citizens can access the asset disclosure records of members of the ethics entity/ies within a reasonable time period and at no cost.

50

In practice, asset disclosure records of members of the ethics entity/ies are accessible to the public in open data format.

0

In law, citizens can access ethics entity reports.

MODERATE

In practice, citizens can access reports by the ethics entity/ies within a reasonable time period and at no cost.

75

In practice, ethics reports are made available in open data format.

25



Polling Question #8

What is the #1 way to detect fraud?

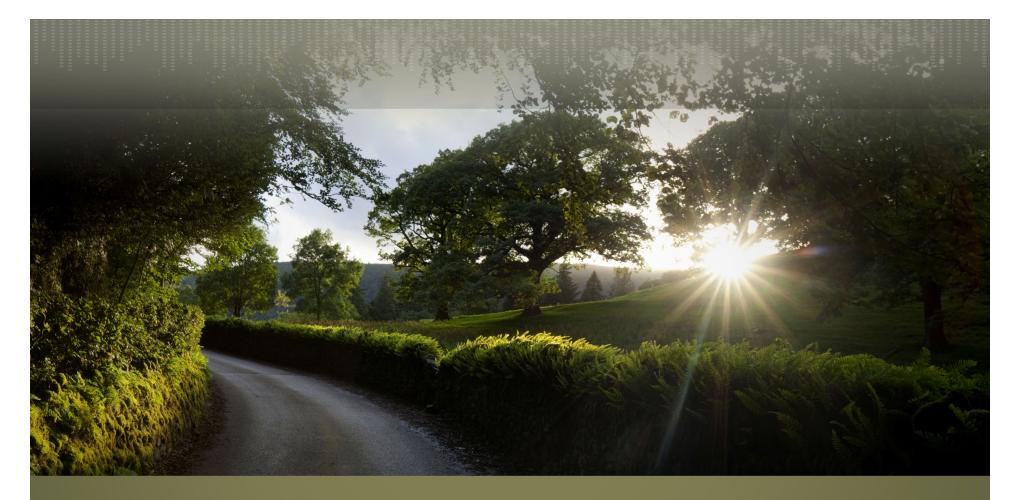
- Data analytics
- Tip/Hotline
- Management Review
- External Audit



Lessons Learned

- Be cognizant of your ethical obligations to public under AICPA Code of Professional Conduct
- When evaluating issues, take time to understand facts, applicable rules & regulations, available options & effect of your actions on various stakeholders
- Don't go it alone!
- The decisions you make DO matter!





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