

**Barnes & Noble Senior Investigator, Glenn Justus awarded
“Financial Crimes Investigator of the Year”**



Awarded by

BARNES&NOBLE

IAFCI

International Association of Financial Crimes Investigators

The Rick Brady Financial Crimes Investigator of the Year Award is awarded annually to a non-law enforcement financial crimes investigator for investigative excellence of financial crimes, outstanding service and dedication towards meeting the goals and objectives of the IAFCI. Investigators must be nominated for individual achievement, not as a member of a task force or sting operation. This award is in remembrance of the late Richard T. Brady, for exceptional dedication to the Association, as Constitution & By-Laws Chairman, and his promotion of fraud prevention procedures.

Glenn Justus, Senior Corporate Investigator for Barnes & Noble, Inc was awarded this prestigious award on August 26, 2014 during the annual IAFCI Conference held in Phoenix, AZ after being nominated by federal law enforcement personnel familiar with Justus' investigative prowess.

Though Glenn has successfully closed hundreds of cases while at Barnes & Noble, the nomination was made in response to efforts associated with an elaborate Organized Retail Crime scheme identified by Justus using proven investigative tactics developed at Barnes & Noble.

The particulars of this case warrant mentioning as it involves an organized retail crime ring based in Chicago, IL, that victimized multiple retailers throughout the country for a period of over 10-years. Justus initiated his investigation in October 2013 after multiple stores reported excessive losses of American Girl dolls. Glenn utilized multiple investigative resources to determine who was selling the merchandise below market value on various internet sites. He approached and interviewed a key suspect, obtaining a written and video-taped confession of 6 million dollars in fraud related to the thefts. The suspect's average 1-year gross sales revenue exceeded \$200,000.00.

The seller sold stolen merchandise obtained from a family illegally residing in the United States. This arrangement exceeded 10 - years, as family members traveled the country fulfilling merchandise orders through sophisticated shoplifting techniques to include “booster skirts.” Glenn tracked their movements and gathered evidence while they resided in a posh mansion in Northbrook, IL. The family's operation has now ceased due to Glenn's presentation of the case to the U.S. Secret Service and United States District Attorney's office. With the helpful evidence

compiled by Glenn, officials were able to quickly seek federal indictments for Title 18 violations in the Northern District of IL. A search of the home produced \$30,000.00 in stolen merchandise and other evidence.

The case gained national news coverage on all major networks in March 2014. Victim retailers anticipate annual savings of \$500,000.00 at retail due to the cessation of these activities. Victims in this case have realized an immediate and ongoing decline in losses, demonstrating that the initial loss with resulting successful investigation and prosecution do have significant future value for private industry victims. In addition, local and state governments benefit from the prevention of sales tax revenue losses due to the thefts.

Scott Sanford, Director of Investigations for Barnes & Noble was asked to comment, stating “Investigations at Barnes & Noble are a collaborative effort. Glenn is an exceptional investigator, without question. Our unique approach emphasizes the use of any available resource, tech savvy and strong interviewing skills. However, the success we’ve had is a collective effort; synergy within the department starts at the top. Jeff Fulmer, Vice President of Loss Prevention and Sara Mays, Director of Loss Prevention, have built a fantastic team over the years. Our Regional LP Directors are second to none in this industry, they are often the unsung heroes and we truly could not perform to the level we have over the years without their efforts in building store awareness and communication. I am very proud of Glenn’s performance, and happy to be part of a team that works so well together in achieving common goals.”

The IAFCI has chapters throughout the United States. The Barnes & Noble Investigations team has experienced tremendous networking and educational value associated with membership. If you’re interested in the IAFCI and would like to be a member please visit:

<https://www.iafci.org/Web/Public/Default.aspx?&WebsiteKey=9ccb2767-5423-48ce-8ff6-debc92a3f585&hkey=4b0d58f2-644f-4877-87c1-edff9f887ec9>