

# Protect Your Residents with Advanced Technology for Real-Time Reporting of Consumer Fraud or Price Gouging

Shield Group's proprietary technology empowers state Attorneys General and other law enforcement and regulatory agencies with powerful, real-time information needed to pursue consumer fraud or price gouging.



**Telephone calls and emails lack the accurate, detailed and timely information your office needs to pursue consumer fraud and price gouging complaints.**

**Our mobile app and back-end technology will give you what you need.**

**In addition to properly structured and detailed information with relevant facts regarding the consumer complaint, you can also receive time-stamped, exact location GEO-tagged information including photographs and videos.**

**Shield Group consumer fraud and price gouging technology doesn't just receive information from consumers, it delivers and exports consumer fraud reports to your agency's internal databases for search query and retrieval; and, can be customized to route information to the exact person or division overseeing the type of complaint.**

**All in real time.**

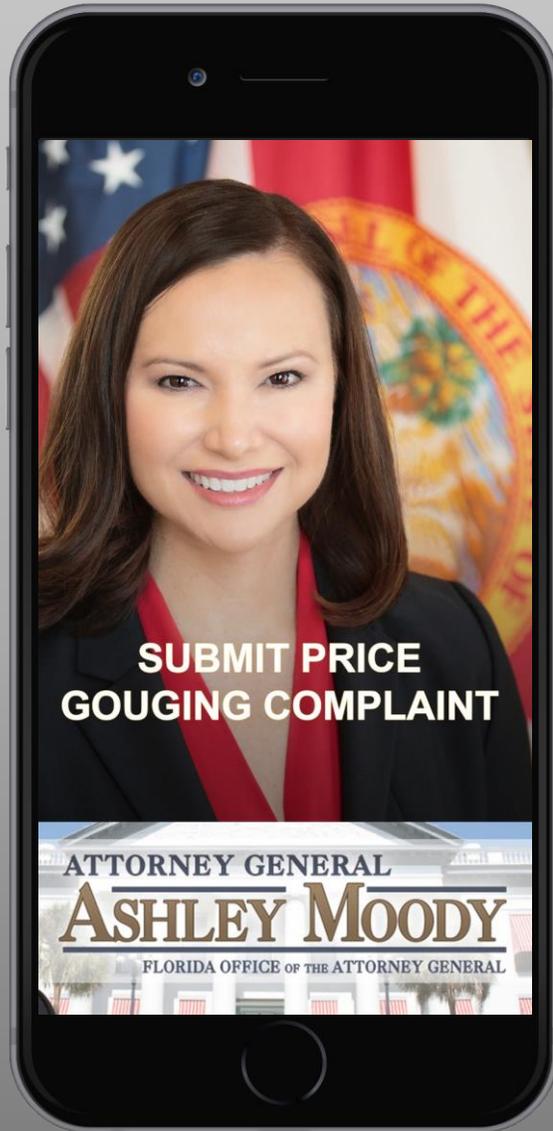
## Optionally Available: Send Residents GEO-targeted Communications and Information from Your Office

Target consumer fraud or price gouging alerts and information to residents *exactly* where the information is relevant or most needed, at any time. Let residents know of consumer fraud or scams in their specific communities, as well as in the areas of declared emergency. Bulletins from your office can contain:

- Text
- Audio or Video
- Images

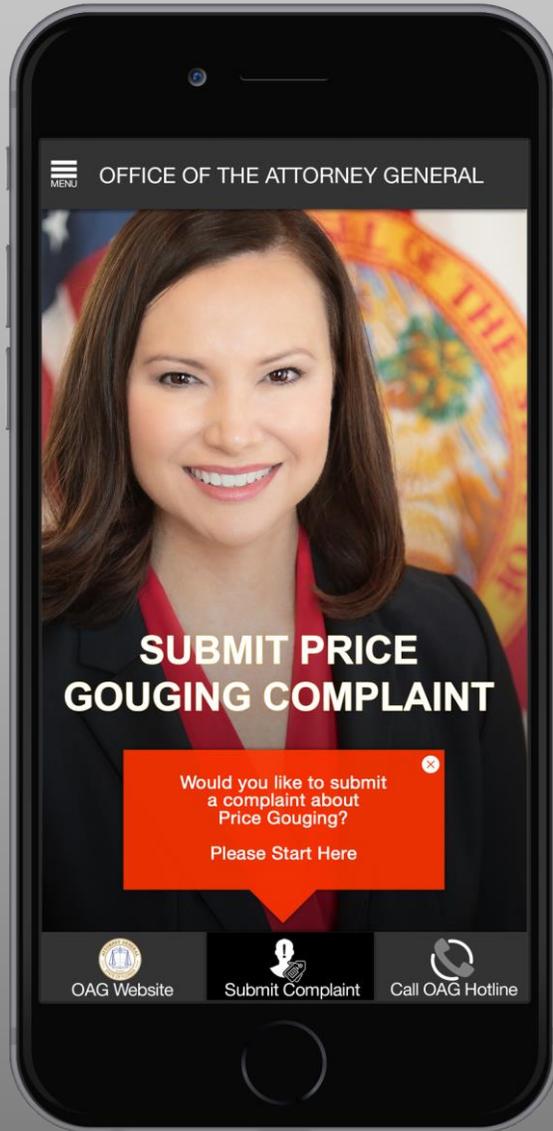


## **Recent Case-Study of Shield Group's Consumer Fraud and Price Gouging Technology by the Florida Office of Attorney General.**



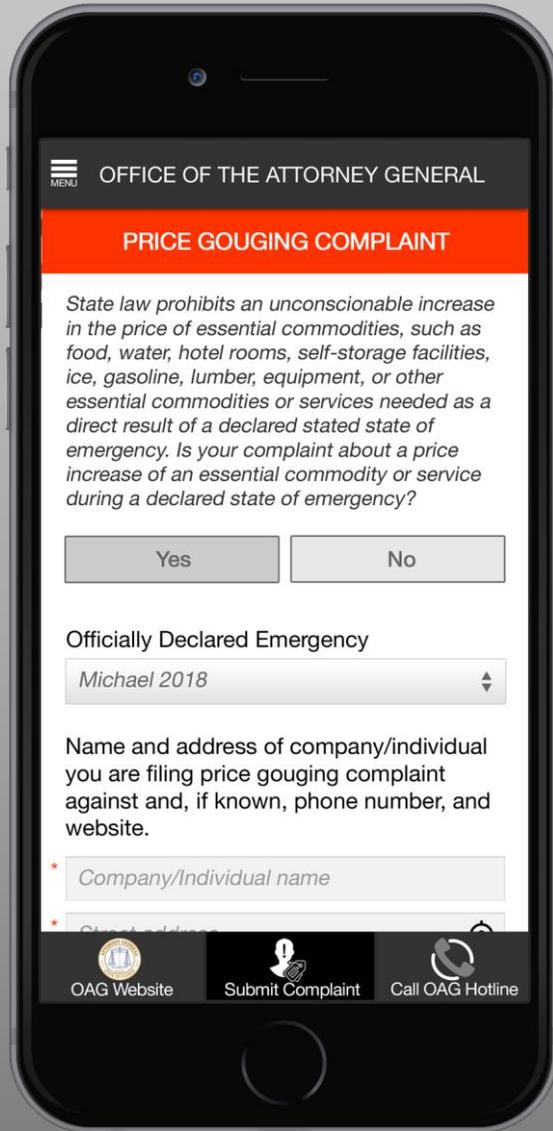
## 01. Splash Page of the Application Featuring Attorney General Moody

The splash page is a brief loading page that is seen while the application fully loads on a user's device. This image can be customized by the Office of the Attorney General.



## 02. Main Page of the Price Gouging Complaint Application

The main page of the application features an intuitive navigation bar on the bottom of the screen. By tapping the different buttons in the navigation bar, users can access various functionalities of the application.



## 03. Consumer Complaint Form

By completing a simple form, users can choose the appropriate declared State of Emergency, Price Gouging Incident, Location, Date and Time.

The image shows a smartphone screen with a form titled "PRICE GOUGING COMPLAINT" under the "OFFICE OF ATTORNEY GENERAL" header. The form includes a "Phone Number" field, a "Complaint Category" dropdown menu (currently showing "Car Rental"), a "Type of car" dropdown, a "When did you book the car?" date picker, a "How did you book the car?" dropdown, a "Did you book one way or roundtrip?" dropdown, "Price quoted" and "Price charged" text input fields, and a large text area for "Other details about the complaint". At the bottom, there is a navigation bar with three icons: "OAG Website", "Submit Complaint", and "Call OAG Hotline".

## 04. Choose Category From Simple Complaint Form

A user will be prompted to choose their complaint category from a basic dropdown list. Once the user chooses the appropriate category, they will be able to report the remaining and appropriate details about the incident.

OFFICE OF ATTORNEY GENERAL

PRICE GOUGING COMPLAINT

Your Contact Information

\* Your First and Last Name

\* Your Email

\* Your Phone Number

Penalties can be enhanced for victimizing individuals who are 60 years of age and older. Are you 60 or older?

Yes No

Penalties can be enhanced for victimizing individuals who are military service members, their spouse or their dependent children. Are you on active duty in, or a veteran of the United States Armed Forces or the spouse or dependent child of a military service member?

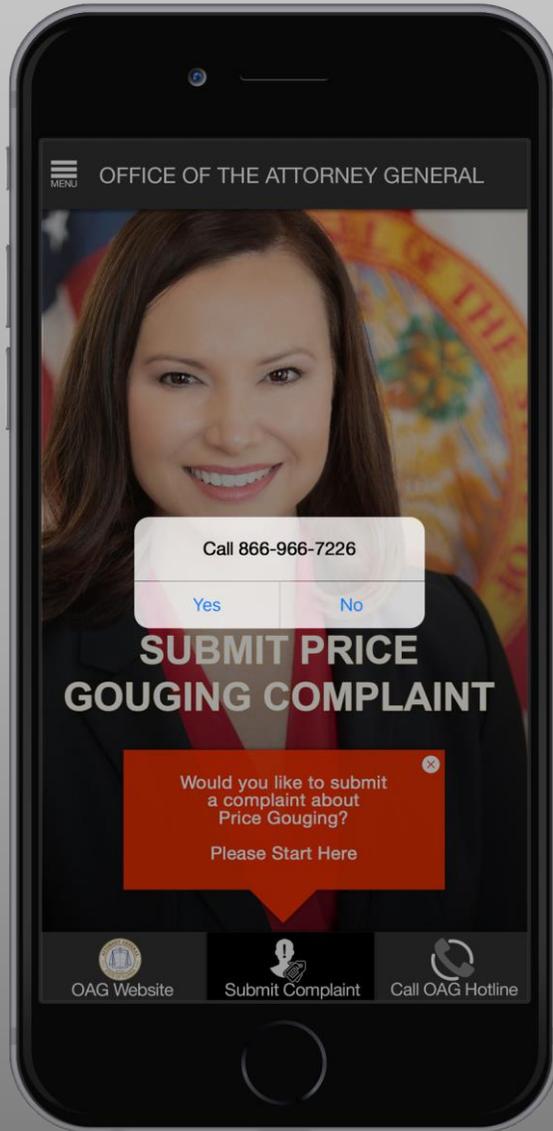
Yes No

What is your preferred contact method? ▾

OAG Website Submit Complaint Call OAG Hotline

## 05. Confirm Contact Information

Before users can submit a tip, they will be prompted to enter their contact information for follow up. Penalties can be enhanced for victimizing individuals who are over the age of 60 or for Military service members or their families. Users will be prompted to respond if they fit either of these categories.



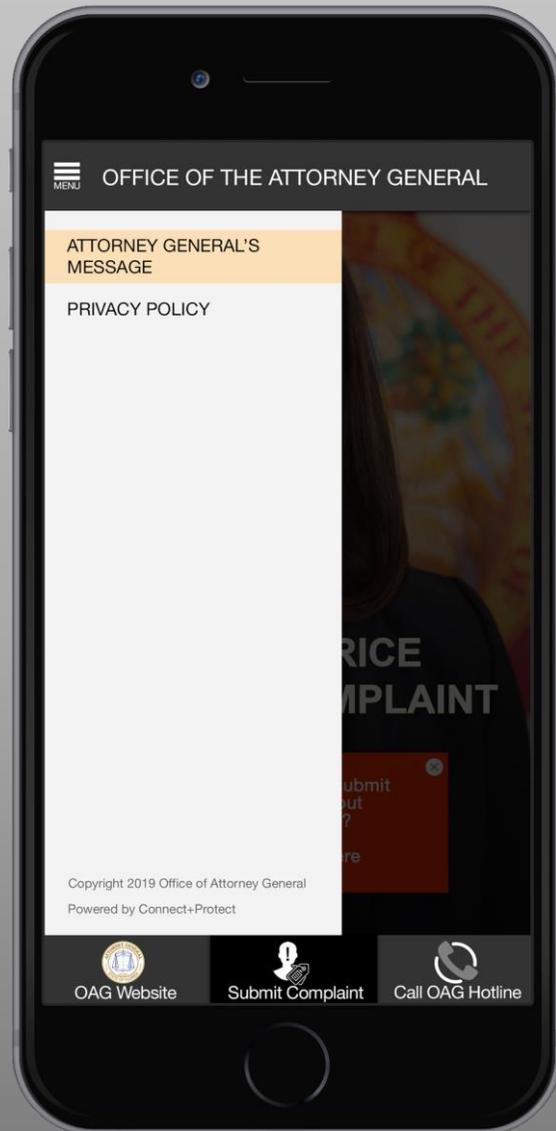
## 06. Click to Call the Office of the Attorney General

With just one tap, users can connect to the OAG complaint hotline to reach a live representative to ask a question.



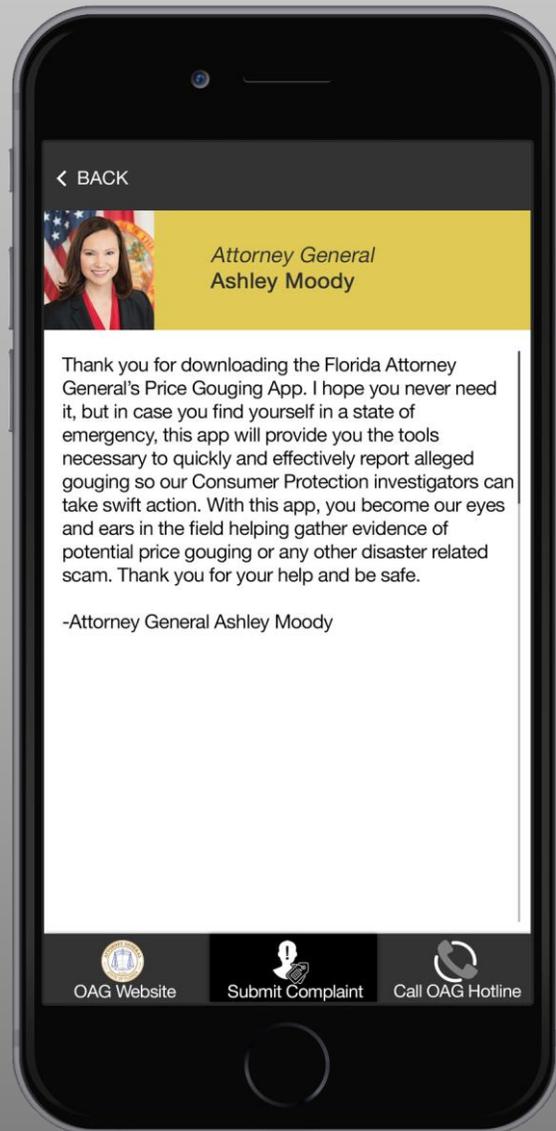
## 07. Office of Attorney General Website Button

The website of the Office of the Attorney General is just a tap away and fully accessible inside of the application. Users can use in the in-app browser to view the complete OAG Website.



## 08. Side Menu With Message From Attorney General

The side menu can easily be accessed by swiping the side of the screen, or by tapping the menu icon in the top corner. Residents can use this menu to access the privacy policy, as well as, message from the Attorney General



## 09. Personalized and Fully Customizable Message From Attorney General Moody

A completely customizable message from the Attorney General can be seen by residents who have downloaded that application. The message can be changed depending on the nature of the upcoming declare State of Emergency.

**Shield Group Technologies** provides law enforcement organizations of every size with affordable, powerful real-time crime and intelligence-led law enforcement solutions.

Our technologies are in use by law enforcement organizations serving millions of Americans. We're a GSA Schedule holder headquartered in West Palm Beach, Florida.



**For more information about Shield Group's  
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technologies, please contact:**

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