A MESSAGE FROM THE PRESIDENT
SUMMER 2010

Greetings to Members of the FIA Section
In my judgment the First FIA Mid-Year Research Conference in Baton Rouge on May 7-8 was an absolute roaring success. Give Sam Tiras and his mid-year committee members a pat on the back when you see them. The participants seem to enjoy the stately oak university location.

We had 81 national and international attendees who had an opportunity to listen to at least 50 research papers. You can find the list of papers and authors at http://aaahq.org/meetings/2010FIA_program.htm.

Our keynote speaker, Aaron Beam, former Controller of HealthSouth was both informative and entertaining. Information about his new book The Wagon to Disaster can be found at http://www.aaronbeam.net/preface.html.

You also can find a number of photos from the conference in the full newsletter, including one photo of Sam Tiras presenting Ron Huefner a lifetime achievement award for his service to AAA.

Of course, our next event is our annual FIA breakfast on Wednesday morning, starting at 6:45 August 4, 2010 in San Francisco. Our speaker will be William A. Hanlin, Jr. at Hanlin, Moss in Seattle. His message will be The Search for Risk. There may be a limit on the number of people who can attend, so sign up soon. Tim Louwers has put together an excellent program that can be viewed here. Also, if you wish to serve on a committee, please let me know. You can find the list of the committees at http://aaahq.org/fia/fiacommittees.html. Are you willing to be a chairperson of a committee?

Have a great Summer, and I hope to see you in August. Do not forget to visit our FIA Internet site, and please go to the Membership Application in this newsletter, download a copy, then make copies and give to your faculty at your university. We need to build up our membership, and each of you can help. At last count we had almost 500 members, but we need to shoot for 1,000. It’s important to be a forensic accountant.

Sincerely,

D. Larry Crumbley
KPMG Endowed Professor
Louisiana State University
Baton Rouge, LA 70803
225.578.6231
Email: dcrumbl@lsu.edu

Please read the complete Forensic Accounting Educator.
Manuscripts and Fraud Detection Stories

Anyone wishing to submit short manuscripts, cartoons, fraud stories, letters to the editor, calls for papers, or other items to The Forensic Accounting Educator should send the material to the senior editor, D. Larry Crumbley, at the address below

The Forensic Accounting Educator
D. Larry Crumbley, senior editor
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Call for Short Papers for the Next Issue:

Playing Games in the Accounting Classroom

Do you utilize some form of game in your forensic accounting classroom? Describe your game, and how it is used, in a short manuscript. Your manuscript should be short (not over two to three pages single spaced). Submit your manuscript in Word or RTF format electronically to dcrumbl@lsu.edu.

Technology in the Classroom

In what ways do you use technology in the classroom? Do you use spreadsheets, videos, Powerpoint, or other technology in your teaching? What works and what doesn't work? Your manuscript should be short (not over two to three pages single spaced). Please submit your manuscript in Word or RTF format electronically to dcrumbl@lsu.edu.
The newly elected officers for 2010-11 have been certified.

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Keeping Your Fraud/Forensic Accounting Course Current In An Ever Changing World

Deborah Pavelka *

Preparation for each semester begins with the selection of textbook(s). When the book selection is for a course in fraud or forensic accounting this process may become a frustrating process. Fraud courses have been present in higher education curricula for about 25 years, so there is a number of textbooks in the marketplace. But most frustrating is that many of the textbooks available are for the basic fraud course, although texts in other topical areas of fraud are becoming available. Once a textbook is selected the copyright date should be noted, since this date gives the professor an idea as to the age of the material in the text. A good rule of thumb is that the material in a textbook is at least one year older than the copyright date.

Why isn’t the material in fraud textbooks current? The environment in which we live changes constantly and fraud is a dynamic area of study. New frauds are constantly coming to light—Not a week goes by that there isn’t an article in any metropolitan area newspaper disclosing the details of a fraud that occurred. Some of the changes that may result in the outdating of materials are—

1. Laws change—County, State, and Federal legislation come to mind immediately. It might be necessary to track money, documents, or people outside of the United States which would require adherence to international laws and consideration of changes that have occurred.
2. Technology changes—Not just computer, but storage devices and programs.
3. The Internet—The Internet has opened a whole new world to the way that fraudsters are able to commit fraud. The development of Internet banking and the ability to make phone calls through the use of Skype are just two of the developments that have changed the face of fraud.

Resources

The Internet is a treasure trove of resources that can be used to make a class current. Resources available range from webinars, movies, television shows, white papers, newsletters, to newspaper articles. The resources that are discussed here are available for no charge.

The four major accounting firms provide access to their webinars, podcasts, white papers, fraud newsletters, and other resources. To get full access to the websites you must register, but once registered you will be provided with a password to use. The web URLs are:

KPMG  www.kpmg.com
Deloitte  www.deloitte.com
PWC  www.pwc.com
Ernst & Young  www.ey.com

* The author is Professor of Accounting at Roosevelt University.
The KPMG, Deloitte, and PWC web sites have many resources in the area of fraud. I find that the best way to search these three sites is to use the topic for which I am looking. Some examples of searches are—

- Fraud video
- Fraud podcast
- Fraud publications

The fourth site Ernst & Young has fraud publications, but no visual items such as webcasts, webinars, or podcasts.

To keep current in a particular area of fraud Yahoo and Google provide the user with the ability to get alerts. These alerts provide the URL to locate the article which contains information on the fraud. Yahoo alerts can only be set up to be received daily, while Google alerts can be set up to be received daily, weekly, or monthly. In Google I usually set up my alerts to be weekly. The information in the alerts is a wonderful source for classroom discussion material. Some examples of alerts that I have set up are:

- Fraud
- Anti-Money Laundering
- Money Laundering

Newspapers are a wonderful source of information on current or continuing fraud/forensic accounting cases. The Internet Public Library (www.ipl.org) provides access to hundreds of newspapers throughout the world for free. In addition several newspapers provide access to current editions, their archives, and their search engine for free, all that needs to be done in some cases is to register for the newspaper. Some newspapers in the United States that I find useful are:


When I am teaching a fraud/forensic accounting class I like to have information that is specific to certain types of frauds and other times such as when I am teaching the introduction to fraud course, I am looking for general information on fraud. Newsletters are available, again for no fee, that are both general and topic specific. Some examples of general newsletters that can be signed up for are:

- [www.scambuster.org](http://www.scambuster.org)
- [www.hoax-slayer.com/](http://www.hoax-slayer.com/)

While examples of topic specific newsletters are:
Movies and television shows are great sources of both entertainment and learning. A picture is worth a thousand words. While Hollywood provides some movies, oftentimes parts of the movies are fictionalized, but they can still be sources of learning.

**Working Girl**—Parts of this movie are used to show how people react when it is revealed that Tess is not a high powered executive but merely a secretary. This movie is used to discuss biases which need to be kept out of a fraud investigation.

**The Smartest Men in the Room**—The story of Enron’s rise and fall, I find it surprising the number of students that have never viewed this film. It is an interesting case study of fraud and how people unwittingly become involved. This movie is also excellent for a discussion about ethics. A quiz on Enron and three related slide shows are available online at [http://www.cnbc.com/id/35836210](http://www.cnbc.com/id/35836210).

**Blood Diamonds**—Parts of this movie are viewed when studying money laundering.

**Wall Street**—An excellent movie when studying the abuses of stockbrokers.

**The Lord of War**—Parts of this movie can be viewed when studying money laundering. The full movie is available online at [http://www.hulu.com/search?query=Lord+of+War&st=0](http://www.hulu.com/search?query=Lord+of+War&st=0).

There are many more movies that can be used when studying fraud. But as previously stated, however, Hollywood often fictionalizes the story. You should preview any movie that you are going to show in the classroom as it might contain offensive language, inappropriate clothes, or scenes involving offensive relationships.

Television shows are another excellent source of classroom materials. My favorite sources for shows are:

**Lie To Me**—This show is a Fox television series in which the main characters are experts in detecting deceptive actions. The show is particularly useful when studying interviewing skills. This show is definitely in that category of a picture being worth a thousand words. The episodes show the person who performed the bad acts and then the experts analyze the action, explaining how they knew whether the person was lying or not. Full episodes from seasons one and two are available on FOX television at [http://www.fox.com/lietome/](http://www.fox.com/lietome/) while snippet and some episodes are available on HULU at [http://www.hulu.com/search?query=lie+to+me+season+1&st=1](http://www.hulu.com/search?query=lie+to+me+season+1&st=1).
American Greed—This CNBC television series reenacts actual frauds. This show is particularly useful for classroom purposes because many of the episodes provide interviews with the actual fraudster, actual documents from the fraud, and a PowerPoint that is useful in acquainting the students with who the primary fraudsters were in the fraud. The site also provides an index of which episodes will be on television—the date and time—for the next two weeks. Full episodes can be viewed at http://www.cnbc.com/id/18057119. Some of the episodes shown in the show’s four seasons are: “The Mad Max of Wall Street,” “Flipping Frenzy Scam,” “Cyber Crime: Max Butler,” and “The Bonnie and Clyde of Mortgage Fraud.”

In addition to these series on television, CNBC has developed several specials. Currently available shows include:

- Scam Of The Century: Bernie Madoff’s Crime And Punishment
- The Last Days of Lehman Brothers – Currently available on CNBC
- The Big Lie: Inside the Rise and Fraud of WorldCom—Currently available online
  [http://video.google.it/videoplay?docid=6560803301631269691&q=worldcom&ei=utfjSIW_Juu2gLk89zCBg&hl=it#](http://video.google.it/videoplay?docid=6560803301631269691&q=worldcom&ei=utfjSIW_Juu2gLk89zCBg&hl=it#) This video won two awards and was used by the prosecution at the trial of WorldCom’s former CEO Bernie Ebbers.

White papers are available in abundance on the Internet; one simply has to do a search using their favorite search engine.

Professors can attend webinars from a variety of sources. PWC, KPMG, and Deloitte all send out e-invitations announcing the topics, date and time of their webinars to registered people. A second source to find webinars to attend is to just do a search. For example:

I did a search on “Bank Secrecy Act” and fraud and “white paper.”
One of the hits was BSA Compliance: How to Conduct an Anti-Money Laundering Investigation.

I went to the site and there was a button to register for the webinar being held at 3:30 CST on July 14th. In addition there was a list of archived webinars for use and future seminars for which registration was currently available.

Conclusion
Use of these resources and techniques provide the opportunity to change an ordinary course into a dynamic, vibrant course. You will find the students in your class asking more questions, becoming more involved in class discussions, reading articles and white papers, and watching additional webinars or television shows outside of the class.

By adding some extra resources into the class your students will be learning to learn. The students will be expanding their learning in class beyond the covers of the book. By using current materials students will begin vying with each other to search out knowledge. You will soon find that roles have reversed—you are learning new things from your students.
Technology in the Classroom: Forensic Accounting

Dr. Linda Bressler*

As technology is a part of every student’s life, it can be important to include technological interactions and projects to help aid student understanding of the topics and course requirements. Although my Forensic Accounting course is extremely technologically interactive, there are two aspects of the course for which my students continuously give positive feedback.

1) Oovoo

Because I have a 2-day schedule and many times it can be difficult especially for our working students to see me during on-campus office hours, with the help of our UHD IT staff, I choose a web-cam software that can be used individually with my students as well as students can use this software to visually connect with their groups. Our class tried it with 3 and 4 group members, and the students absolutely loved it. If students wish to “see” their professor, they can either make an appointment to contact me with their group members or individually as I frequently access my web-enhanced courses during the days/night I am not on campus. Depending upon the camera chosen (I purchased a Logitech QuickCam Communicate MP from Amazon.com for about $40), faculty members can even place documents in front of the camera and students can view details on the documents.

The software is called Oovoo and can be found on the following website: http://www.oovoo.com/. This software can be downloaded free and as long as a participant has a webcam, and she or he can “connect” with other individuals who installed the download. Oovoo is simple to use, and individuals can even download their AOL or university contacts and send them an “Oovoo” invitation. Just a few clicks of the mouse and students are connecting/communicating with each other. As we are a commuter university (no dorms), students tell me that they can connect with group members even when their group members are out of state working or even on vacation.

The only negative aspect for which I would warn professors using this technology would be to ensure their webcam “screens” are shut until the participants are ready to be “seen.” As my off-campus days can mean non-office dressing, I make sure that I make appointments wearing clothing other than my bathrobe.

2) Interviewing Fraud

The Accountant’s Handbook of Fraud & Commercial Crime defines forensic and investigative accounting as “the application of financial skills and an investigative mentality to unresolved issues, conducted within the context of the rules of evidence…” Because the Forensic

* The author is Associate Professor at the University of Houston – Downtown.
Investigator does not just conduct quantitative analyses, I’ve included a technology assignment to help students understand the importance of investigative and interviewing skills. This assignment requires student groups to visit the following site. http://www.bbc.co.uk/science/humanbody/mind/surveys/smiles/index.shtml. Group member will go to the following website on reading individuals’ expressions and identify whether someone has a fake or real smile.

Each individual group member is required to take the test (including the last question) and communicate the results of this test and any observations the group members care to share. The students need to understand that being able to discern whether someone’s smile is fake or genuine is important. Fraud interviews should include what is called Kinesics Interviewing, which is not just knowing if a smile is genuine, but looking for specific habits which would indicate if someone is telling the truth.

The students love this assignment, and the depth of the feedback is astonishing in that they go back through the test several times (and they are not told to do so) in an attempt to see what behavior patterns they might have missed during the test.
Some Alleged Ponzi Schemes Are Now Coming To Light

Michael M. Grayson*

Author’s note of caution: This material is based on what has been reported in The Wall Street Journal. I am not aware of any related criminal convictions at this time. Therefore, these constitute allegations rather than judicial findings of fact.

Some alleged Ponzi schemes are now coming to light.
Their promoters promised returns which were out of sight.
Seven such instances in January 2009 alone,
But for which nobody will ever atone.

A hundred million dollars from Idaho disappeared, it seems.
The guy was from the area where he worked his schemes.
A different person tried his own death to fake
By piloting his own plane, and a distress call make

While he parachuted to where a motorcycle was stashed.
All the time, the autopilot controls were mashed.
When the plane ran out of fuel, well, it crashed.
But nobody found a body whole or bashed.

“Where is the pilot” if he was dead?
Without the corpse, no reasonable answer could be said.
It turned out that he was not dead at all;
He just wanted authorities to make that call

So people would stop looking and he could enjoy
His ill-gotten gains. Oh, wow! Oh, boy!
These are only some of what The Wall Street Journal reported
About investment advisors who big money courted.

However, this is not the story entire.
There is another part about a really big liar.
One scheme might have cost people about fifty billion.
Yes, you read that right. It is billion, not million.

A former board member, and so known among the elite
Had a brokerage firm – oh, how sweet!
But now, suggestions are that six hundred million is missing.
Seems like investors their sweet assets goodbye are kissing.

* The author is a member of the faculty at Texas A&M International University.
The really big amounts were in the investment arm
Where an outside person told the SEC of his alarm
At what appeared a massive Ponzi scheme to be.
Yes. It fit that description to a T.

The SEC examined something over there more than one time,
But apparently found no money missing, not even a dime.
They told him he needed to register as an investment advisor
When they found him with discretionary authority to buy and sell securities (such as Pfizer).

Now, there is a suggestion that they will charge him with having lied
To the SEC. Meanwhile, some people who steered money there have committed suicide.
In some cases, people who thought they were rich are now rich no more
Because their money, as soon as it came in, went back out the door

To pay to other people. That is how a Ponzi scheme works.
There are few if any real investments. The promoters treat investors as jerks.
Promise profits to attract the money in,
And use later money to pay earlier investors when

They want their profits. Let them spread the word
So that other people with money the message will have heard.
“Give it to this guy, and he will make a profit for you,
But you have to get in now to be among the lucky few

Whom he lets in to share in all these profits he makes.
Get in now while he still takes the cakes.”
Tempting, tempting, as people ignore warning signs
And instead let their greed overrule their minds.

In this really big case, the guy might even from his family stole.
Now investigators have to go down that hole
To try to find out the facts, if anyone can,
About this scheme supposedly accomplished by only one man.

People do not believe he could have done it alone.
He must have really had a heart of stone
To wreck so many individuals and also charities
So that some charities’ existence simply will cease.

Meanwhile, the alleged perpetrator in his expensive home is confined,
Except when he went to run errands, or dined,
Or whatever other times and reasons he was allowed to go out
And enjoy his life as he would gad about.
He had family members working in the various businesses in the group. Did they tell lies, or did they not know the straight poop? All we can say at this relatively early date Is that some people think no punishment he will receive is a sufficient fate.

He might go to jail, where he will be cared for at taxpayer expense, But none of those defrauded will receive recompense. A sufficient punishment they believe that he will not get. Do you think we should reconsider the oubliette?

How could an auditor find a Ponzi scheme early enough to do some good? There is an old rule of thumb which investors and auditors should Know: “if it sounds too good to be true, it probably is.” See? It’s that easy. So if you find something which sounds too good to be true, you should be queasy.
FIA 1st Mid-Year Meeting Photos
FIA 1st Mid-Year Meeting Photos (continued)
FIA 1st Mid-Year Meeting Photos (continued)
Forensic and Investigative Accounting Section
2010 Annual Meeting Sessions

Monday August 2, 2010 — 10:15 am-11:45 am

1.19 Corporate Financial Distress
(NASBA Field of Study: Auditing)
Moderator: Kenny Reynolds, Florida State University

Auditor Going-Concern Opinions and Management Forecasts for Financially Distressed Firms
Mei Feng, University of Pittsburgh; Chan Li, University of Pittsburgh;

Can Fraud Detection Indices Predict Stock Price Drops?
Charles A Malgwi, Bentley University; Irvin Morgan, Bentley University;

The Value Relevance of the Qualified Going Concern Opinion
Emiliano Ruiz, University of Cádiz, Spain; Andrés Guiral, University of Alcalá; Helen Choy, Drexel University, Philadelphia, US;

Using Intellectual Capital on Predicting Taiwan Information Technology and Electronic Industry Financial Distress Corporation
Shaio Yan Huang, Department of Accounting and Information Technology, National Chung Cheng University; Chi-Chen Lin, Department of Accounting and Information Technology, ; Bau-Chi Wang, Auditor, KPMG CPA Firm; Bau-Chi Wang, Auditor, KPMG CPA Firm;

1.20 How Faculty Can Help Law Enforcement Fight White-Collar Crime
(NASBA Field of Study: Auditing)
Moderator: Bob Braun, Southeastern Louisiana University

Panelists:
Richard G. Brody, University of New Mexico
Kelly C. Bryson, Federal Bureau of Investigation
Pierre L. Titard, Southeastern Louisiana University

Tuesday, August 3 – 2:00pm-3:30pm

2.34 Preparing Students and Faculty for the Trial Aspect of Forensic Accounting
Moderator: Richard E. Hurley, University of Connecticut

Panelists:
Monday August 2, 2010 — 4:00 pm-5:30 pm

3.25 Fraud Risk Assessment (Archival)
(NASBA Field of Study: Auditing)
**Moderator:** Ted J Takamura, Eastern Oregon University

*An Analysis of Financial Statement Fraud at the Audit Assertion Level*
Neil L. Fargher, The Australian National University; Renee Radich, Macquarie University; Zhe (Isabel) Wang, The Australian National University;
*Discussant:* Romana Autrey, University of Illinois at Urbana-Champaign

*Are Higher Audit Fees a Cost Consequence Associated with an U.S. Securities and Exchange Commission Investigation of the Client?*
Willie E. Gist, Ohio University; Winifred D. Scott, Arizona State University;
*Discussant:* Elisabeth Peltier Wagner, Baruch College

Move to 3.25

*Evidence of Clients' Controversial Activities on Audit Pricing*
Kevin Koh, Nanyang Technological University; Yen H. Tong, Nanyang Technological University;
*Discussant:* Stephen L Taylor, University of Technology-Sydney

3.26 Going Concern Disclosures
(NASBA Field of Study: Auditing)
**Moderator:** Sridhar Ramamoorti, Infogix, Inc.

*Audit Partner Characteristics and Going-Concern Opinions*
Wenching Chang, National Changhua University of Education; Hiu Lam Choy, Drexel University;
*Discussant:* Mary Jepperson, College of Saint Benedict/Saint John's University

*Non-Audit Fees and Auditor Independence: New Evidence Based on Going Concern Opinions for U.S. Companies Under Stress*
Paul A. Griffin, University of California, Davis; David H Lont, University of Otago;
*Discussant:* Shiao Yan Huang, Department of Accounting and Information Technology, National Chung Cheng University

*Non-Audit Fees and Auditor Independence: Recent Evidence from Going Concern Reporting Decisions*
Tuesday August 3, 2010 — 10:15 am-11:45 am

4.27 Fraud Detection (Behavioral)
(NASBA Field of Study: Auditing)
Moderator: Katherine J. Barker, USF St. Petersburg, FL

Prior Exposure to Interviewee's truth-telling (Baselining) and detection-detection accuracy in interviews
Chih-Chen Lee, Northern Illinois University; Robert B. Welker, Southern Illinois University at Carbondale (retired);
Discussant: Jason Smith, University of Nevada, Las Vegas

Using Personality Profiling to Identify Potential Fraudsters
Susan P. Briggs, University of South Australia; Rick Sarre, University of South Australia;
Discussant: James J. Donegan, Western CT State University

Improving Fraud Detection: Do Auditors React to Abnormal Inconsistencies between Financial and Nonfinancial Measures?
Joseph F. Brazel, North Carolina State University; Keith L. Jones, George Mason University; Douglas F. Prawitt, Brigham Young University;
Discussant: Chad Simon, UNLV

Tuesday August 3, 2010 — 2:00 pm-3:30 pm

5.27 Fraud Case Studies
(NASBA Field of Study: Auditing)
Moderator: Patricia Johnson, Canisius College

Willoe Freeman, University of Technology, Sydney; Peter A Wells, University of Technology, Sydney; Anne Wyatt, University of Queensland;

Fraud in the Family: How Family Firm Characteristics Can Shape Illegal Behavior
Linda A. Kidwell, University of Wyoming; Roland E. Kidwell, University of Wyoming;

The dangerous side of fraud examination: Red collar criminals
Richard G. Brody, University of New Mexico; Kent A Kiehl, University of New Mexico;
The Training Exercise that Provided an Education in Fraud: A Case Study
Eddward T. Herron, Oklahoma State University; Katherene P. Terrell, University of Central Oklahoma; Robert L. Terrell, University of Central Oklahoma;

Tuesday August 3, 2010 — 4:00 pm-5:30 pm

6.25 What Everyone Should Know About Computer Forensics
(NASBA Field of Study: Computer Science)
Moderator: Mike Groomer, Missouri State University

Panelists:
Conan C. Albrecht, Information Systems Department, Brigham Young University
Les Heitger, School of Accountancy, Missouri State University
John R. Mallery, Managing Consultant, Forensics and Valuation Services, BKD, LLP

Wednesday August 4, 2010 — 2:00 pm-3:30 pm

8.16 Starting a Forensic/Fraud Program
(NASBA Field of Study: Accounting)
Moderator: D. Larry Crumbley, Louisiana State University

Panelists:
Les Heitger, Missouri State University
Patricia Johnson, Canisius College
Richard Riley, West Virginia University
Forensic & Investigative Accounting Section

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“What the use of fingerprints was to the 19\textsuperscript{th} century and DNA analysis was to the 20\textsuperscript{th}, forensic accounting will be to the 21\textsuperscript{st} century.”


The opinions of the authors herein are not necessarily those of AAA, Roosevelt University, Louisiana State University, E.J. Ourso College of Business, LSU Accounting Department, the Senior Editor, or the Editor.
Everyone in the American Accounting Association Should be a Member of the Forensic and Investigative Accounting Section.

*"Hockey great Wayne Gretzky advises that we need to go where the puck will be, rather than going to where the puck is now. Similarly, to become a great forensic accountant, you need to join and participate in the many valuable FIA activities."

D. Larry Crumbley
Louisiana State University

Forensic accounting issues are important to everyone in the AAA, for we all have a vested interest in enhancing the quality of the forensic and fraud education of accounting students. This section provides a forum that cuts across disciplines, specialty areas and geographic boundaries. As Gordon Brown said, “What the use of fingerprint was to the 19th century and DNA analysis was to the 20th, forensic accounting will be to the 21st century.”

The FIA Section enables members to share their experiences, providing opportunities for linkage between large and small schools, educators and practitioners, and members worldwide. Use the attached form to apply for membership in the FIA (you must also be a member of the AAA). Mail your application to AAA headquarters (5717 Bessie Drive, Sarasota, FL 34233-2399). Join today and become better connected to your colleagues and your profession.

GIVE THE FORM BELOW TO COLLEAGUES AND ENCOURAGE THEM TO JOIN!

Membership Application for the Forensic and Investigative Accounting Section

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Name_________________________________________________________________________
Affiliation___________________________________________________________________
Address_______________________________________________________________________
Telephone: Office ________________ Home ________________ Fax________________
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