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1. According to the article, "Serendipity in interviews," Don Rabon, CFE, said:
 - A. "Each interview brings me back to square one in my rethinking the process."
 - B. "I work hard to set the interviewee at ease. The payoff is substantial."
 - C. "For me, the interviewees that are the most resistant are the most didactic."
 - D. "It's a cliché, but I always learn more from listening than talking."
2. According to the article, "Serendipity in interviews," Ryan Hubbs, CFE, CCEP, CIA, said:
 - A. "The interviewer must always maintain an open mind and have the capability to adjust to the changing environment of the interview."
 - B. "I will often let them tell their story from stem-to-stern and then go back with specific questions to cover points they either forgot or left out."
 - C. "If the subject relays information that I know to be contrary to fact, I dig deeper."
 - D. "For some interviews, interviewers and cases, there may be procedural constraints to bluffing during an interview."
3. According to the article, "Investigating financial crimes against vulnerable adults":
 - A. A victim's vulnerability is usually caused by physical and/or cognitive impairments that render the VA less able, or totally unable, to live independently.
 - B. Most VAs want to assist in fraud investigations.
 - C. Thieves can steal everything a VA owns except for real estate titles.
 - D. Interviewing the VA and their family is seldom challenging.
4. According to the article, "Investigating financial crimes against vulnerable adults":
 - A. If the local adult protection agency's investigator has already met with the victim then you don't have to.
 - B. When you interview the victim's family members, remember that they, too, could be exploiting the VA.
 - C. If a VA is showing signs of senility or dementia, make sure that you include a mental-health counselor in your interview session.
 - D. Report the VA's estimated money loss to law enforcement even before you submit your report.
5. According to the article, "Why do they do it?"
 - A. Eugene Soltes began his quest to delve inside the mind of white-collar criminals after he talked with Jeff Skilling, the former CEO of Enron.
 - B. Stephen Richards, a former marketing executive at Mattel Inc., helped backdate contracts that clients signed after the quarters officially ended.
 - C. Soltes says he realized that the white-collar criminals he interviewed failed to see the personal and professional consequences of their choices because they never deeply felt that their decisions were harmful to themselves or others.
 - D. Soltes says would-be victims experience uncomfortable dissonance when they suspect they've been defrauded.
6. According to the article, "Why do they do it?" Soltes says Bernard Madoff is "normal on every dimension when you're having a conversation with him. And that's what made him so effective in perpetrating this extraordinary act of fraud."
 - A. True.
 - B. False.
7. According to the article, "Letters from prison," Joshua Miller:
 - A. Was born into an upper-class family of three children in Corning, New York.
 - B. Had two previous felony convictions before he was indicted on the fraud charge.
 - C. In his letters from prison to the authors said that his former employer taught him the illegal practice.
 - D. Committed fraud with the help of his assistant manager at the hearing-aid business.
8. According to the article, "Letters from prison," Joshua Miller wrote, "make sure what you do is legit and never trade your morals or ethics for quick money, as quick money is not always good money."
 - A. True.
 - B. False.
9. According to the article, "Tone-deaf at the top," Zachary Rosen, CFE, CIA, said:
 - A. "Most companies in the automotive industry have dedicated anti-fraud units."
 - B. "Auditors and CFEs have to stay in close touch with each area and operation they're responsible for."
 - C. "Top management has to communicate weekly, if not daily, with field sites."
 - D. "Field managers often have no recourse if a top manager wants to commit fraud in their field sites."
10. According to the article, "Tone-deaf at the top," by raising an organization's anti-fraud awareness, CFEs can help transform its culture into one that expects and supports strong, ethical leadership from the C-suite and board of directors.
 - A. True.
 - B. False.

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