

# The Science of Investigative Interview

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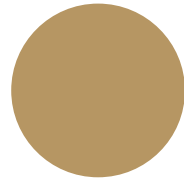
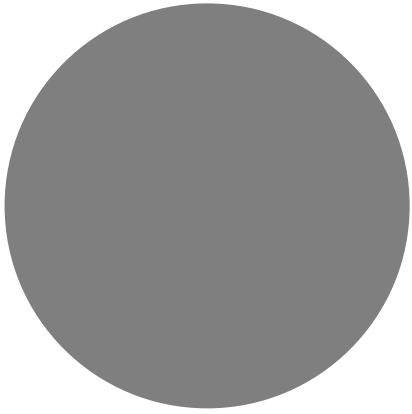
# Elements of Interviewing

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- Understanding fraudsters' profile
- Preparation for an interview
- Conduct of Interview
- Writing of detailed notes
- Field Investigation

Generally, a **long stint of employment** and a **good past record** are believed to be sufficient to entrust authority and power to a person

Myths about  
individual  
fraud



Honesty is not a function of  
length of time of service.

# Purpose of Interview

Gathering and assimilating relevant facts

Steering investigation in the right direction

Leads to other sources of evidence

Background information

Co - operation of victims and witnesses

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INTERVIEW  
VS  
INTORROGATION

# Process of conducting an effective interview

## **BEFORE :**

- Collection and Collating Data
- Purpose of the interview
- Time and Place for the interview
- Preparation for the interview

# Process of conducting an effective interview

## DURING:

- Recording the interview
- Initiate the interview
- Questions/Answers/Observations
- Process of taking notes during interviews
- Concluding the interview

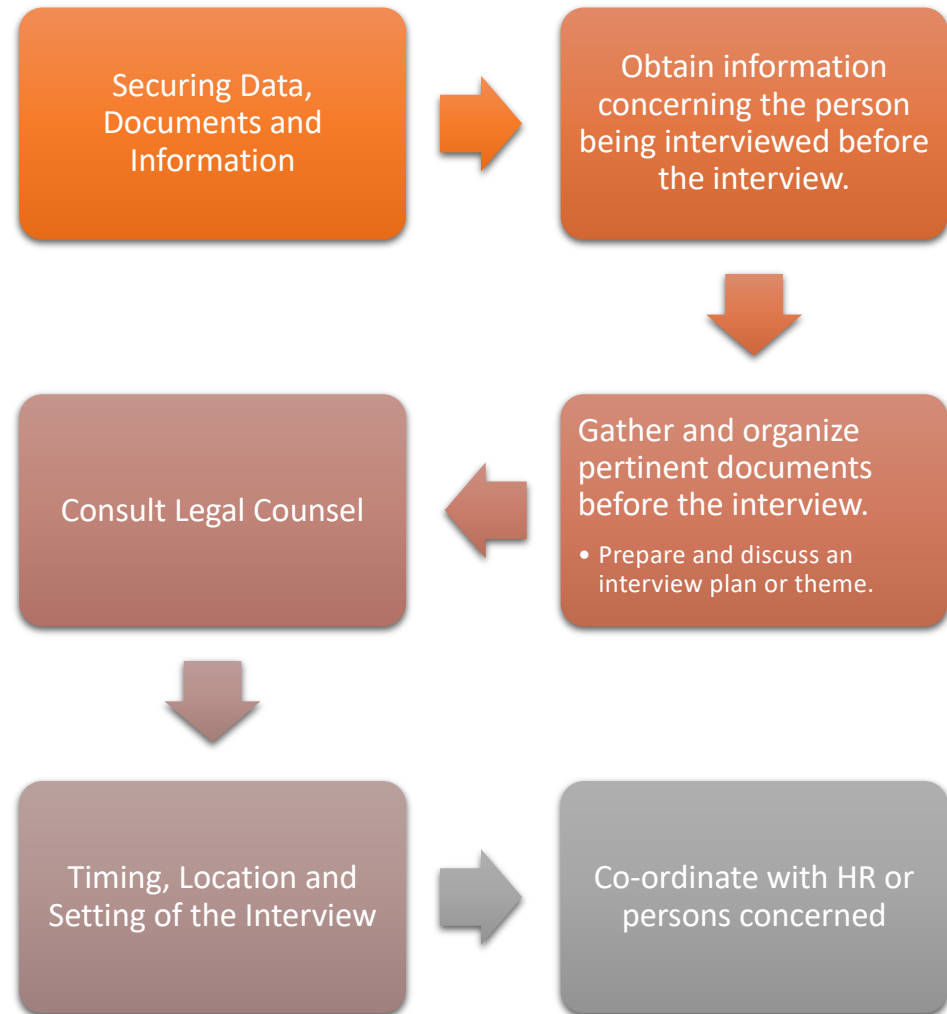


# Process of conducting an effective interview

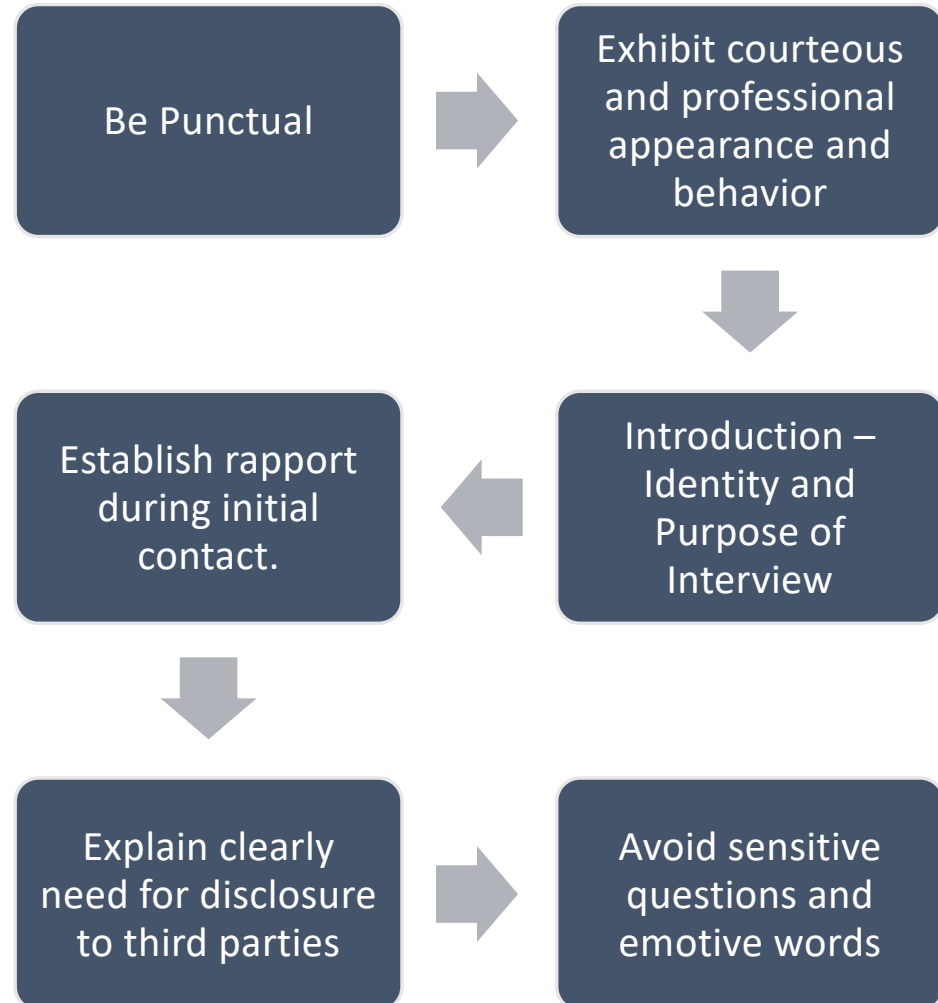
## AFTER:

- Documenting the interview
- Verification
- Evidence
- Reporting
- Testifying

# Planning and Preparation



# Initiation



# Best practices during interviews

Remember the  
Goal

Calibrating -  
Norming

Two Person

Gathering  
Evidence &  
Copies

Authentication

Date and Time  
Stamp

Proper Chain  
of Custody

Legal Counsel

Voice  
Recording

# Behaviour - characterizing a fraudster?

Unperturbed,  
can even laugh  
off allegations

Overconfident,  
absurd answers

Quick witted and  
intelligent

Stupid, behaves  
as though there  
is no wrongdoing

Admits meekly to  
lying thinking he  
will be pardoned

Good-goody  
behavior, good  
Samaritan

Emotional

# Types of interview questions

Informational  
Questions

Double  
Negative  
Questions

Open  
Question

Admission  
seeking  
Questions

Closed  
Questions

Leading  
Questions

# Language as tool or hindrance - Euphemism

## Instead of

- Investigation
- Audit
- Interview
- Embezzle/Steal/Theft

## Use

- Inquiry
- Review
- Ask few questions
- Shortage/ Paperwork/  
Problems

Inhibitors and  
facilitators of  
communication

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Be Objective and Fair and Professional

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Show courtesy and Respect

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Nonthreatening Demeanor

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Focus of Information not guessing games

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Be thorough but remain relevant

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Be an Active Listener

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Be an Active Observer



# Common signs of Deception

Lying → Stress

Involuntary verbal,  
nonverbal and  
physical reactions



- Lying by omission
- Press for more information
- Observe timing and consistency of behavior
- Observe triggers to the behavior

# Common Signs of Deception – Facial Traits

- **Eyes** – Break in Eye Contacts
- **Eyebrow Movement** – Subject uses Eyebrow in disbelief or concern
- **Touching the face** – Touch of lips and nose or rub their chin
- **Blushing** – Cheek becoming red ~ high blood pressure
- **Adams Apple** – Larynx will move up and down as sign of nervousness
- **Carotid Arteries** – Veins will swell and exposed as sign of nervousness



# Typical Attitude Displayed by Respondents

## Truthful

- Calm
- Relaxed
- Cooperative
- Concerned
- Sincere
- Inflexible

## Untruthful

- Impatient
- Tense
- Defensive
- Outwardly unconcerned
- Overfriendly, polite
- Defeated



# Conclusion and Documentation



Positive Note

Summarize and close on a positive note



Reporting

Prepare reports as close as possible



Personal Opinions

Do not include personal opinions



False Assurance

Do not provide promises or assurances.



Do not threaten

Do not threaten interviewee with disclosure of interview results, discipline, or job security.



Be Discreet

Do not Discuss interviews with anyone outside of the investigation.



Clarify & Verify

Clarify and Verify information gained from interview

# Outcome of Interview Process

Admission of Guilt

Denial of any role

Triggers for

Further Interview of New  
Persons

Investigation of Fresh  
Evidence

Investigation of Existing  
Evidence with fresh  
perspective

Enlarging or Reduction of  
scope of crime



