



VIOLATION OF COMPANY POLICIES – THEFT

Activity Date: May 23, 2017

Web Summary: OIG-WS-2017-308

We initiated an investigation into allegations that a Customer Service Representative in Indianapolis, Indiana, overcharged an Amtrak (the company) customer and took the excess cash. Our investigation confirmed the allegation and found that the employee violated the company's Ethical Conduct and Conflict of Interest Policy and its Standards of Excellence when she overcharged the customer and stole the excess cash. On May 23, 2017, the employee resigned following the release of the OIG investigative report, prior to undergoing a company administrative hearing. Judicial proceedings are pending.