

**481—72.5(10A) Investigation procedures.**

**72.5(1) *Client contact.*** The bureau may, but is not required to, contact the client during the course of an investigation. If the bureau contacts the client and the client does not respond, the client's nonresponse will be included in the bureau's investigation findings.

**72.5(2) *Evidence gathered.*** The bureau may conduct record reviews and gather evidence to verify a client's employment, wages, residence, household composition, income versus expenses, or property ownership or other relevant facts.

**72.5(3) *Subpoenas.*** The director of the department or the director's designee may issue subpoenas pursuant to Iowa Code section 10A.104 and 481—subrules 1.1(6) to 1.1(9) to obtain information necessary to an investigation. Subpoenas may be personally served by division personnel upon the respondent of the subpoena or the respondent's registered agent, mailed directly to the respondent or the respondent's registered agent via USPS mail, or electronically transmitted directly to the respondent or the respondent's registered agent via facsimile or email. Division personnel shall have the authority to determine the appropriate method by which the respondent is requested to deliver information in response to a subpoena duces tecum.

**72.5(4) *Collateral contacts.*** The division may use collateral contacts to collect information pertinent to an investigation or verify information provided by the client.

**72.5(5) *Cooperation.*** The division may cooperate with local, state or federal law enforcement agencies in conducting an investigation.

[ARC 3792C, IAB 5/9/18, effective 6/13/18]