

Fraud Prevention (Credit)



Red Flags

- ❗ AN INACTIVE CUSTOMER ACCOUNT REQUESTS TO BE REACTIVATED OR A NEW ACCOUNT IS IN PROCESS AND IT IS LEARNED THAT THE CUSTOMER HAS RECENTLY EXPERIENCED AN OWNERSHIP CHANGE**
- ❗ PHONE CALLS TO A CUSTOMER ARE ANSWERED WITH A DIFFERENT COMPANY NAME OR WITHOUT A BUSINESS GREETING**
- ❗ IT IS LEARNED THAT A CUSTOMER HAS CHANGED ADDRESSES, CHANGED PHONE OR FAX LINES, A KEY EMPLOYEE HAS LEFT THEIR BUSINESS AND/OR AN OWNERSHIP CHANGE HAS OCCURRED**
- ❗ A CUSTOMER PUSHES FOR AN INCREASINGLY HIGHER CREDIT LINE OFFERING IMPRESSIVE PROMISES FOR FUTURE BUSINESS**
- ❗ A CUSTOMER ADOPTS AN AGGRESSIVE POSTURE DEMANDING HIGHER CREDIT LIMIT OR RELEASE OF ORDERS AND THREATENING TO GO OVER YOUR HEAD**
- ❗ A CUSTOMER'S BALANCE IS AT HISTORIC HIGH AND THERE IS AN UNUSUAL INCREASE IN ORDER VOLUME**
- ❗ A CUSTOMERS PURCHASING HABITS CHANGE; THEY ARE NOW ATTEMPTING TO PURCHASE LARGE QUANTITIES OF HIGHLY TARGETED ITEMS FOR THEFT BEING SHIPPED TO A SINGLE SHIP TO LOCATION**
- ❗ FINANCIAL STATEMENTS PROVIDED BY A CUSTOMER APPEAR TO BE SUSPECT**
- ❗ TRADE REFERENCES PROVIDED BY A CUSTOMER APPEAR SUSPECT, ARE LINKED TO A PRIOR BAD DEBT ACCOUNT OR ARE FICTICIOUS / INVALID**
- ❗ AN ORDER IS PLACED FOR LARGE QUANTITIES OF HIGHLY TARGETED ITEMS FOR THEFT VIA EXPEDITED SHIPPING TERMS BOUND FOR A SUSPECT SHIP TO ADDRESS SUCH AS A RESIDENTIAL LOCATION OR FREIGHT FORWARDER**
- ❗ HIGHLY TARGETED ITEMS FOR THEFT INCLUDE: TONER CARTRIDGES, MEMORY, HARD DRIVES, DIGITAL PROJECTORS, PROCESSORS, LAPTOPS, ETC.**

****CONTACT INFORMATION****

JEFF RILEY LOSS PREVENTION X78003
SCOTT HEIM LOSS PREVENTION X72652
CHERYL RAMSAY ADVANCED DEBT RECOVERY X84614