

# Fraud - Carrier fraud

Do you know the red flags to look out for?

Workers in the global supply chain can easily become victims of fraud as they conduct day-to-day business. Carrier fraud is becoming increasingly prevalent and sophisticated.

What are the risks?



## Which types of carrier fraud most commonly impact freight forwarders?

### FAKE CARRIERS

#### Deception through imitation of a carrier

Fraudsters will profile their target and imitate a carrier, creating a fictitious profile, advertising their capacity to collect and deliver at a good rate, stealing the cargo once they are awarded the contract.

### DRIVER CALL DIVERTING

#### False instructions to the driver

Here fraudsters act as a "middle man" on a freight exchange side between two legitimate companies. Once the trucker has collected the goods, the fraudster will give new instructions, purportedly from the shipper, to deliver to a new location where the goods are stolen.

### FRAUDULENT COLLECTION

#### Deception through fake identification

Fraudsters obtain a stolen vehicle and fake identification, targetting the busiest periods where workers are less likely to conduct thorough checks. Having researched load details and tricked workers into filling the gaps, the cargo is released to the thieves and stolen.

Report your concerns to your immediate supervisor. If you identify an attempted fraud, report the matter to the police.

### WATCH OUT FOR RED FLAGS

- Quotes for extremely competitive prices
- Lack of familiarity of the service provider
- A sudden change in delivery instructions
- A request that is urgent
- Unusual point of contact or tone of language
- Ensure that all staff are educated to spot the signs and are aware of the procedures to follow should they suspect fraudulent activity.
- Do not be intimidated by any perceived time pressure to act on instructions – take the time to ensure that the company and/or instruction is genuine.
- Remember these simple rules if you have any suspicions about instructions: STOP, THINK, INVESTIGATE, CONTACT, REPORT

