

## Make sure to avoid fake orders!

### - Your insurance contract does not protect you from business fraud!

Unfortunately, the number of cases of business fraud is growing day by day. These are mostly very sophisticated online scams when ordering goods, and the delivered goods disappear in an unknown direction.

As trade credit insurance brokers, we have recently noticed an increase in the number of fake orders of different values and from different countries. Most often, these are **new customers**, to suppliers unknown companies, who contact the company via e-mail with an order for a product or more. Very often they present themselves as resellers...

**Stolen corporate identities are often used for which insurance companies will grant a limit and provide insurance cover - so watch out!**

Regardless of the value of the order, it is important to **introduce protocols** when **identifying customers**:

- Check online and in public registers: company name, address, tax number and business.
- If possible, check ownership and possible changes.
- Check in detail the company name, telephone numbers (mobile and landline) if they correspond to the number from which you received the call.
- If there is a landline on the Internet, call and ask for the person from whom you received the order.
- Check their business address and shipping address using Google Street View.
- Check the name of the person who contacted you online, or comply with KYC (**Know Your Customer**) and ask them to send you an identification document (passport, driver's license or document with a picture and name of the person)

### Check the company domain

Although often such orders come by e-mail without a special domain (gmail, hotmail, etc.), we know of cases where fraudsters have registered the domain themselves. So check the date of creating an email / web domain for free at [www.whois-search.com](http://www.whois-search.com).

Check if the company has a functional website and how functional is the web page.

### Picking up / delivery of goods

Pay special attention if the customer requests his own transport or collection or requests a change of delivery address.

Order the carriers to agree to change the delivery address only through your employees, or only with their prior confirmation!

### **When in doubt about the authenticity of an order, consult with colleagues, superiors, contact the insurance company or us!**

If you suspect only after you have already shipped the goods, we advise you to contact the police as soon as possible.

**You need to do everything possible to take timely action to prevent and minimize losses to your company.**

We would like to point out again, that the insurance company will not cover damages caused by identity theft or business fraud.