

Suspicious Transactions and Fraud Prevention Best Practices



This document will provide retailers with important information regarding fraud trends in the prepaid industry, how to identify suspicious transactions, and how to prevent fraud from occurring.

WARNING TO RETAILERS - FRAUD ALERT

Retailers have received phone calls where the caller presents themselves as calling from Now Prepay, Ezipin, Payment Source, your corporate head office, or one of the product/gift card providers. They then ask the retailer to activate a product or print a PIN due to a system glitch, or to “test” the functionality of the terminal. The retailer is asked to disclose the PIN or Card number and is told the PIN and transaction will be immediately cancelled.

THIS IS FRAUDULENT ACTIVITY!

Remind your staff to never print a PIN or activate a card in response to a request received over the phone.

How to tell who you are speaking to:



Now Prepay staff will:

- Ask for the transaction number to investigate product inquiries
- Use the “Test Card” included in your Welcome Kit for troubleshooting and testing
- Never ask you to print live products of any kind



Fraudsters will:

- Ask you to print or activate live products
- Ask you to disclose the PIN number or card number
- Try to buy product over the phone using stolen credit cards

REMINDER:

Only use the Test Card for terminal testing and training purposes!

NOT SURE WHO THE CALLER IS?

Hang up and contact our customer support department at:
1-800-253-2111 to confirm you are dealing with one of our representatives.

HOW CAN YOU PREVENT FRAUD?

- Train your staff! Knowledge is key in fraud prevention
 - Accept payment in person and never over the phone
 - Take payment prior to completing the transaction
 - If paying by credit card, always ask a customer for identification, to confirm that the name on the card matches the name on the ID, especially for credit card transactions processed via SWIPE
 - Do not hand over the activated card or product voucher until payment has been confirmed
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DETECT RED FLAGS FOR SUSPICIOUS TRANSACTIONS

Be wary of the following flags:

- Customer attempts to present multiple credit/debit cards that are declining
- Customer presents a credit/debit card that appears to be altered
- Customer buys a very small or random grocery purchase along with a very large purchase of gift cards
- Customer buys a large purchase such as cartons of cigarettes along with a large purchase of gift cards
- Customers who try to rush the cashier through the transaction by using rudeness or other techniques as a distraction, especially during busy or odd times of the day/night.
- Customer needs to go to their car for payment.
- Customer seems under duress or seems anxious to complete the transactions
- Customer is abusive and seems to feel they are entitled to more than the limits set for your store, or the value of the product/gift card available
- Customer may indicate they are making the payment for insurance, CRA, ransomware, malware, virus cleanup, sending money to loved ones, or any number of scams which are in circulation
- In these cases, it is best to direct clients to the RCMP fraud centre website for further information

In any of these cases above, or other suspected cases, once the consumer has left, please contact Now Prepay customer support and report the incident, reason for suspicion, and any other details that may be pertinent to help us further investigate.

ANTI-MONEY LAUNDERING

- Be wary of any customers coming in regularly to purchase large volumes of prepaid financial products and paying in cash only. Money Laundering is frequently managed this way so if you are suspicious of this, please ask the customer what the product is being used for and make a note in the event we contact you for more information.
- In the event any type of suspicious activity occurs from above or otherwise at your retail location, please immediately report this to your loss prevention team and/or as outlined in your corporate program for Anti-Money Laundering (AML) policies and procedures. If you do not know or have an AML program please contact our support team for additional information on who to contact, or simply report the suspicious activity to us.

VICTIM OF FRAUD?

Victims should report the fraud to the Canadian Anti-Fraud Centre:

Online: <http://www.antifraudcentre-centreantifraude.ca>

Toll Free: 1-888-495-8501

STAY ALERT!!!



WE'RE HERE TO KEEP YOU SAFE!

visit www.nowprepay.ca/fraud-alerts to stay updated on the latest fraud alerts and scams