

Heads Up to the Warning Signs of Fraud

Certain customer behavior could point to bankcard fraud.

But remember, it doesn't necessarily indicate criminal activity—you know your customers, so let your instincts steer you in the right direction.



Never risk your own safety or the safety of others in the vicinity.

Watch Out for Customers Who:

- Purchase a lot of merchandise without regard to size, style, color, or price.
- Ask no questions on major purchases.
- Try to distract or rush you during the sale.
- Make purchases, leave the store, and return to make more purchases.
- Make large purchases right at opening or at the last minute when the store is closing.
- Refuse free delivery for large items.

If You See Signs that Make You Suspicious:

- Hold on to the customer's card if you think you can do so safely.
- Follow your company's procedures and notify your supervisor.
- Call your voice authorization center and request a "Code 10" authorization, using a normal tone of voice. An operator will tell you what to do.