



FRAUD PREVENTION

As fraud schemes are becoming more sophisticated, increasingly more companies suffer from the actions of fraudsters, however, this time, we would like to share the **best practices of our customers** and a **success story** in recognizing a fraud attempt, where losses were prevented!

WHAT HAPPENED?

Individuals who pretended to be employees of large Swedish companies (well-known names of shopping chains) proposed cooperation and supplying goods to them.

WHAT RAISED SUSPICIONS ABOUT THESE ORDERS?

CONTACTS

given in the letter – instead of the signature, a picture (screen copy) was inserted.

COMMUNICATION STYLE

Scandinavian companies are not known for careless communication culture, impolite expressions, grammatical errors, or poor English.

"NO ADVANCE PAYMENT"

as advance payment was requested for the first delivery, a sharp response came back: "companies having this size and presence do not work with advance payments".

DISAPPEARANCE

when they did not manage to reach a quick agreement about the shipping of goods, the "company representatives" became unreachable.

WHAT STEPS WERE TAKEN TO PREVENT FRAUD?

- Details that raise suspicions have been noted.
- A partial advance payment was requested.
- In case of doubt, goods were not sent without advance payment.
- Coface was contacted and shared its suspicions, thus helping other companies to protect themselves from potential losses.

COFACE RECOMMENDS



Before confirming an order and shipping the goods to a new buyer:

- Pay attention to the order details (*were the use of the English language and communication style correct, was there any pressure to ship the goods quickly*);
- Check if the order data match the data in the printout from the company register or credit report;
- Check the company's website (*when was it created, whether the links on the website work*);
- Check if the logotypes on the website and in the order match;
- Check the delivery address and the person to whom the goods are to be delivered;
- In case of slightest doubt – **DO NOT SHIP THE GOODS WITHOUT THE ADVANCE PAYMENT!**

We hope that you will use our recommendations as our other customers have done. Their attentiveness and responsibility protected their company from great losses!