

MERCHANT PROCESSING NEWS

... EDUCATING AND ASSISTING BUSINESS OWNERS ON THE SUBJECT OF
"PAYMENT SOLUTIONS TECHNOLOGY"



PURPOSE OF THIS NEWSLETTER

This month's newsletter contains information on scams circulated by email, phone and through retail locations.



WHAT'S NEXT

I wanted to use this issue to update my readers on some of the latest twist in scams to watch for. Recently, I received an email purportedly from the Federal Bureau of Investigations requesting my assistance in apprehending criminals who were attempting to defraud innocent people in Nigerian scams. Sounded legit and who wouldn't want to play a roll? All I needed to do to "register" with others on the list of persons willing to help was provide to them the SAME information requested of those that had been scammed. Do they really think I fell off the turnip truck yesterday?

I shared this with an associate who handles my printing and she relayed that today an elderly gentleman came in so he could fax personal and credit card information as he had recently been notified by email that he'd won the Australian Lottery. She tried for 20 minutes implore that he reconsider but he got irate so

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- Use caution

she relented. However, when she "attempted" to fax the items it didn't seem to go through.

Locally, a retail store sustained losses after purchases using stolen credit cards slipped through. In this case, had the cashiers verified identity by checking a driver's license, a requirement by credit card processors by the way, this could have been avoided - - not to mention the possible apprehension of a thief.

On phone orders, take a moment to contact the customer prior to shipping to insure you are shipping the products to right person.



USE CAUTION

Sadly, most employees don't have the same investment mindset as the business owner. For that reason make sure employees know and follow the regulations. Use employee incentives to motivate; this way everyone wins.

As a side note, re-evaluate your hiring procedures from time to time to ensure you are hiring honest people in your business.

As always. . . more to come next month.

Please feel free to contact our friends over at [IG Consulting Group, Inc.](#) about the various products and services that are available.

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