

# Partners in Fighting Fraud



Here are some tips to help you identify vendor impersonations and reduce payment fraud

## ABCD of Vendor Impersonators

### A - AGGRESSOR

Is forceful and demanding

**Don't be coerced!**

### B - BOUNCER

Uses multiple contacts in your company until someone does what they ask

**Don't let them play games!**

### C - CLUELESS

Phishes for information without knowing basic facts (i.e. their own invoice number or whether a payment has settled)

**Don't give them information!**

### D - DESPERATELY HASTY

In a rush for action with unnecessary urgency

**Don't be pressured!**

## Notice

- Take note of unusual tone, style, or word choices in emails
- Be careful with vendor requests for banking information changes
- Be aware of emails that come from personal email addresses or misspelled company email addresses (i.e. Staples.com)

## Verify

- When in doubt about an email, call the vendor using internal contact information and verify shared information before taking a critical action
- Segregate duties of approving invoices and processing payments
- Before clicking on a link, make sure to certify the email is legitimate

## Educate

- Communicate often internally as a team and externally with vendors
- Create scripts or verification methods to verify and validate requests