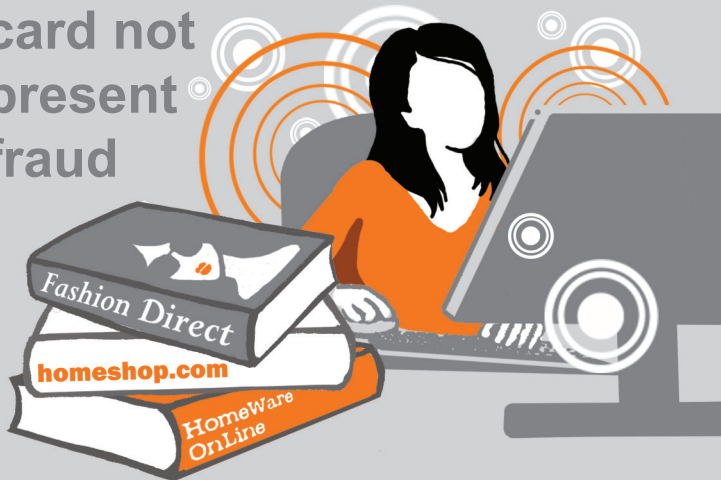


Protecting your business against fraud

card not
present
fraud



Fraud
**Advisory
Panel**


**National Fraud
Authority**

**action
fraud** 
report and support
Call 0300 123 2040



Federation of Small Businesses
The UK's Leading Business Organisation

How your business can combat card not present fraud

1. Discuss with your bank the use of a secure payment system (such as Verified by Visa and MasterCard SecureCode)
2. Ensure cardholder data is secure by complying with the Payment Card Industry Data Security Standard (PCI DSS)
3. Always be mindful that payment authorisation does NOT guarantee payment
4. Call the customer to verify large online transaction details
5. Be wary of delivery addresses which are PO Boxes, are different to the billing address or telephone orders where the customer or a third party subsequently collect their purchase
6. Proceed with care when processing priority shipments for fraud-prone merchandise such as TVs or mobile phones
7. Exercise caution when dealing with transactions from abroad
8. Be alert to changes in a customer's usual purchasing patterns and order volumes
9. Watch out for customers who use multiple cards to make purchases
10. Consider using secure courier delivery for high value products

For more information on protecting your business from fraud visit www.actionfraud.org.uk

If your business has fallen victim to fraud report it.

Contact **Action Fraud** on **0300 123 2040**
(Textphone **0300 123 2050**)



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The best way to fight fraud is to talk about it and report it to Action Fraud. Action Fraud is a reporting centre for victims to report fraud and obtain advice. At the same time it provides vital information to law enforcement agencies, helping to target fraudsters.