

Potential Prank Calls and Phone Scams



In the event someone calls the restaurant asking for you to bring money to an undisclosed location or wire/transfer funds, you should be on high alert and assume this is likely a SCAM. This may include individuals claiming to be from Wendy's Corporate Office, your franchise leadership team, or from law enforcement, among others.

In the event you receive a call like this, we recommend you take the following steps:

1. Obtain their name, telephone number, agency and job title
2. Do NOT provide any details about restaurant personnel, operations, or how much cash is in the restaurant
3. Hang up the phone
4. If they call back, hang up the phone again
5. Contact your Supervisor or designated contact IMMEDIATELY
6. Do NOT remove ANY money or property from the restaurant

*The caller(s) may sound extremely convincing and may have a lot of details about your restaurant, your GM/DM, and may threaten you with criminal charges or being arrested. Stay calm and remember this is likely a scam.