

Common Red Flags For Fraud

Out of State ID

You must scan an in-state ID that matches the name on the account

Indecisive

A person that is open to size, color, and type could be fraud.

Not Porting

Customers must port their number to purchase a phone from our inventory.

New Account

If the account was setup recently, beware of potential fraud.

XI Service Inactive

XI accounts must be active at the time of purchase to sell XM.

Not The Primary

Only Primary account holders can add new XM lines to accounts.

Ask About # Approved

Customers should buy phones based off needs, not approvals.

High End Phones

Anytime someone is buying more than one expensive phone, this could be a sign of fraud.

Max Out Limits

Most people wouldn't max out their limits on whatever phone you have in inventory.

Don't Have A Phone

All customers should receive an SMS text to the number on file in CSG for XM consent.

Don't Want XM Setup

We should always setup new phones when we sell new lines.

In a Hurry

Fraudsters will try to rush you through the process.

If you believe that you've spotted one or more of these red flags, please contact your District Manager or Director. Do not proceed with the transaction without written approval via email.