

Prank Calls to Restaurants

A number of restaurants have recently been the subject of prank calls where a caller instructs the Manager to follow their directions and perform a certain task such as wiring money, or testing the fire suppression system or tell you there is a gas leak. If a restaurant receives any suspicious call that could be a prank, they should politely ask the caller for a call back telephone number. At no time will anyone from the Corporate or other office locations, ever request money be removed from the restaurant or wired to settle a claim.

Some examples of the types of calls that have been received:

- Someone claiming to be from the Division Office calls the restaurant asking for the manager to remove money from the safe and wire it to an account in order to prevent a claim from going into litigation. The person calling the restaurant then conferences in another party who claims to be from our Corporate Risk Management Department.
- Caller informing us of uniforms that are to be delivered to the restaurant at a certain time and wanting to know what manager will be present.
- Caller asking manager to perform certain tests or tasks with Ansul/fire systems, alarm systems, etc.
- The Fire Department will never call the restaurant and request that you test your systems.
- Caller stating that a certain amount of money needs to be wired or to send gift cards to a location immediately or people will be terminated.
- People posing as Health Inspectors with fake ID trying to gain access to the back of our restaurants.
- Caller wanting sales information of a restaurant.
- Someone calling wanting any information about computers, networking, or modem equipment.
- Someone either calling or coming to the restaurant representing a utilities company threatening to turn off services to the building if money isn't either handed over or wired to a designated location.
- Someone using a personal account emails the restaurant claiming to be one of our executives and placing a large order for the next day.
- Under NO circumstances should you ever remove ANY money from the restaurant to settle any Wendy's fines or pay a claim.

No information should be given out over the phone without having a call back number and verifying the legitimacy of the call. You should verify that it is OK with your immediate supervisor to give out any type of information. The best rule to follow that will minimize our exposure to these types of scams is:

If a manager receives any direction from someone they do not personally know, then they simply don't execute the task until first checking with their immediate supervisor.

I have READ and UNDERSTAND the items listed

Name

Date
