



Protect Your Business from Fraudulent Calls

Unfortunately, from time to time criminals pose as Relay callers in order to conceal their identity and order goods and services using stolen or fake credit card numbers and counterfeit cashier's checks. Georgia Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of Relay, but you can keep your business safe with these simple guidelines.

Be Alert for Callers Who:

- Refuse to identify themselves or their company
- Refuse to provide a phone number
- Order large quantities, possibly “whatever you have in stock”
- Have little knowledge about the product, or don't ask common questions
- Have no concern for price
- Want the order shipped immediately through a third party and/or to an overseas location
- Use multiple credit cards, sometimes with numbers that are close together
- Cannot provide a three-digit credit card verification code
- Wish to pay with a certified check (always wait until funds are cleared before shipping)
- Refuse to wire money directly to you
- Pressure you to “act now” on the sale

Follow These Rules for All Transactions:

- Always confirm the buyer's full name, address and telephone number
- **Credit Card Payments:** Ensure that the credit card is valid and the user is authorized before ending the call if possible
- **Check Payments:** Ask for a check drawn at a local bank, or a bank with a local branch, and never accept a check for more than your selling price
- **Wire Transfers:** If the buyer insists that you wire back funds, end the transaction immediately

Report All Crimes and Suspicious Calls

If you feel you have been a victim of Relay fraud, or have received a suspicious Relay call, please document the call and report it immediately to Georgia Relay and the Federal Trade Commission at www.FTC.gov or 1-877-FTC-HELP. Read the FCC's statement on Relay fraud online at <https://www.fcc.gov/consumers/guides/ip-relay-fraud>.