

Heightened Awareness

It has come to our attention that several retail sites in our industry are reporting a new "social engineering" scam in which an unauthorized individual calls a location pretending to be from a particular corporation's headquarters in order to schedule an audit. In some cases, the person even advises the retail location that an authentication code will be generated, and later a computer dialer does indeed call the station and provide a code.

At a later time, an unauthorized person(s) show(s) up at the site to "inspect" it. Their motives are unclear, but this activity is most likely meant to gain physical access to payment devices or to recon the site for later criminal activity.

Please raise awareness to all site managers and employees of this potentially harmful activity and that without proper identification employees/managers should deny access to any person until it is established that they are authorized employees or contractors.