

CANADIAN ANTI-FRAUD CENTRE

www.antifraudcentre-centreantifraude.ca/english/home.html

The two primary contacts for reporting fraud are:

Jeff Thomson email: jthomson@antifraudcentre.ca

Recommended guidelines currently suggested by the CAFC are:

- 1) If you are a victim of fraud you should report it to local police.
- 2) If you have experienced fraud or suspect fraud you can also contact the CAFC at CNPfraud@antifraudcentre.ca. The CAFC has been working extensively with the travel industry to try and help mitigate Card-not-Present fraud.
- 3) The following links are also shared with merchants reporting fraud:

<http://usa.visa.com/download/merchants/global-visa-card-not-present-merchant-guide-to-greater-fraud-control.pdf>

http://usa.visa.com/merchants/risk_management/card_not_present.html

- 4) Once these scammers victimize a business they will likely try again, so be aware going forward.

What the CAFC will do:

Ultimately we would like to see the Canadian Anti-Fraud Centre become part of a layered approach to CNP Fraud mitigation for the travel industry. We are currently receiving daily batches of fraud occurrences including transaction details (via encrypted email, phone, fax) that are suspected as fraud from numerous travel companies. We sort the cards by BIN, and communicate directly with banks to have transactions verified and disrupted if confirmed fraudulent. Working largely with the travel industry, the project has seen a success rate of 85% - where active/open cards used to complete a transaction were blocked/closed for fraud. The success of the project is a result of acting quickly on suspected credit card fraud to ensure the airline industry can obtain results for fraud prior to the departure of flights/lost services.

Currently, the CAFC gathers the following information:

- Transaction Date
- Credit Card #
- Card Holder Name
- Amount (Currency)

- Email Address
- IP Address
- Passenger Name
- Flight Details
- Travel Dates

The information collected by the CAFC is made available to law enforcement nationally and internationally.