



Supply Chain Operations & Technologies
 Supply Chain Vendor Compliance
 Fraud Detection & Reduction
 Good Governance
 Turnaround Help

Since January 1996

I had scheduled Monday, February 24th as an office day since I had just returned that Saturday night from my eight-day trip to Dongguan, China on behalf of a new client and knew I would need time to catch up personally and professionally before jumping back into the work week, committing to another client I would be back on site on Tuesday.

Off all the convenient technologies I really enjoy and rely on, Caller ID® is most certainly one of them. When I'm out of the office I like to scroll through and see who has called me and not left any messages. When I am in the office knowing who is calling really helps to know whether I should pick up or let the call go to voice mail depending on if I am in the thick of things or not. On that Monday being in the office I had the opportunity to answer the phone and learn who some of these mystery companies where who had been continually calling me and hanging up when they receive my answering service.

To my surprise I receive four telephone calls touting merchant services. In all cases the calls started off the same: I would pick up the phone and announce "Hello Katzscan" after which there would be a long pause for several seconds until finally someone who sounded very far away would get on the line. The person would either ask for the owner of the company or state matter-of-factly that they were calling about the company's merchant card service account as if they were an authorized representative of my financial services company.

(If someone asks for the owner of the company I always ask who is calling and what the matter is pertaining to. I like to make sure the owner of Katzscan has time to field these calls because I know he is very busy.)

When the caller reveals the subject of the call is regarding the merchant service account I inform that Katzscan does not have one. Sometimes the caller is genuinely surprised, other times they just sound disappointed that their ruse was discovered so quickly and the call is just as quickly over when they hang up the phone in disgust.

In every single case I don't really understand – and I'm not necessarily blaming the call operators who may just be call center people doing their job – how these companies expect anyone to fall for these sorry solicitation attempts at getting a company's credit card processing business. (Of course I know that the callers may be the fraud perpetrators themselves too.) From the connection get-go to the sales-slick opening lines, is this actually working? Are there businesses falling for any of this? In the age of massive credit card frauds am I going to trust an unknown faceless third-party with my company's credit card processing?

Consider the identity fraud statistics from the last page of the March 2014 issue of CSO magazine which come from Javelin Strategy and Research's 11th annual study of identity fraud.

- 13.1 million people affected in 2013
- 1 in 5 people in 2011 received data breach notifications and later became fraud victims
- 1 in 3 people in 2013 received data breach notifications and later became fraud victims

Given the massive data losses incurred by retailers with supposedly trusted technologies and protected systems, I think I'll think twice about off-loading my credit card processing to an anonymous likely off-shore entity who is doing who-knows-what with the data they are collecting.

Much like my feeling about all those reality shows who at least employ caterers, support staff, and crew, if the only good coming out of all these calls is the legitimate employment of call center operators then at least somebody in need of a paycheck has gainful employment. I wouldn't put an ounce of trust into any of these company's and the deceptive sales tactics being used to gain my business or my customers' credit card data. But I really wish they would just stop calling.

Thanks.

Norman Katz, CFE, CFS, CCS, MOS
Katzscan Inc.

Look for the book --> <http://www.gowerpublishing.com/isbn/9781409407324>



Visit our web sites:

<http://www.katzscan.com/>

<http://www.supplychainfraud.com/>

<http://www.vendorcompliance.info/>

<http://www.turnaroundhelp.com/>

<http://www.supplychainsox.com/>

Do you know of a
 company - maybe your
 own - suffering from
 disconnected dots?

www.disconnecteddots.com

Let's link!

www.linkedin.com/in/katzscan

Follow Katzscan on
 Twitter!

<http://twitter.com/katzscan>

Katzscan is on Facebook!

<http://www.facebook.com/katzscan>

The opinions expressed herein are not intended as any type of financial or legal advice.

Copyright (c) Katzscan Inc.
