

Auto Theft: Don't be a criminal's next target

Auto theft is increasing across the U.S., and while thieves are finding new and creative ways to carry out their crimes, you can help decrease the likelihood of becoming a target. By taking a few extra steps during the sale or delivery process, you can circumvent their attempts, whether in-store, online, or during the delivery process.

Zurich offers these guidelines to help mitigate your risks:



Tips for in-store sales:

- ✓ Pull up Google Maps and view the address provided in their paperwork.
- ✓ Conduct an internet search for the phone number and email address provided.
- ✓ Search the person's name.
- ✓ Call the number provided for an employer.
- ✓ Learn more about your buyer during the purchase process.
- ✓ How did the customer arrive at the dealership? Capture license plates entering and exiting lot.
- ✓ Verify driver license through license validation service.
- ✓ Have surveillance cameras that take good photos of customers on the premises.



General key control recommendations:

- Return keys after each key pull.
- Do not store keys in a lock box on or in the vehicle.
- If test drive was conducted, make sure the keys are in possession of the salesperson before exiting the vehicle.
- Prevent a key swap by double-clicking the lock button every time the key fob is transferred back to the salesperson.



Home or public delivery guidance:

- Request a second form of identification if a home delivery is requested.
- Use Google Maps to view the address provided by the customer to confirm it is a valid residence.
- When arriving, check to see if there are other vehicles present at the home. Note the license plate tag numbers.
- Is the residence occupied?
- How did the customer arrive? Did they come out of the house or were they waiting outside?
- Did they change the meeting location at the last minute? If so, insist on meeting at the residence listed on the paperwork.
- Did the buyer go into the house after the deal or immediately leave the residence?
- If a public delivery, select a location with a security camera.



What are some of the biggest red flags to look for?

Ask yourself these questions:

- Do the customer's answers make sense?
- Does the buyer get increasingly nervous as the transaction progresses?
- How did the buyer arrive at the dealership? Did they drive another vehicle? Get dropped off? Walk?
- Do they have a vehicle trade?
- Do they buy all VSCs, roadside assistance and protections – no questions asked?
- Does the information on their identification match the paperwork?
- Does the photo match the person?



Resources for in-store and delivery

Internet searches

(names, addresses, phones, images):

Google.com

Bing.com

Dogpile.com

Maps/Street View:

Maps.google.com

Maps.live.com

(sometimes has different images/views from Google Maps)

Zoom.Earth

People Search

<https://www.truepeoplesearch.com/>
(search by name, address, or phone)

Facebook.com

Instagram.com

LinkedIn.com

Local courts/arrests info

Availability and sites vary based on state, county, city, etc.

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