

# Red flags: Don't be a criminal's next target



## Please route to:

- Owner
- General manager
- Sales manager
- Service manager
- Office manager

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, and better secure your inventory and property.

## 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.



### 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



## 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 doubleclicking the lock button every time the key fob is transferred back to the salesperson.



## 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](https://www.google.com)
- [Bing.com](https://www.bing.com)
- [Dogpile.com](https://www.dogpile.com)

### Maps/Street view:

- [Maps.google.com](https://maps.google.com)
- [Maps.live.com](https://maps.live.com) (sometimes has different images/ views from Google Maps)
- [Zoom.Earth](https://www.zoom.earth)

### People search:

- [truepeoplesearch.com](https://truepeoplesearch.com) (search by name, address, or phone)
- [Facebook.com](https://www.facebook.com)
- [Instagram.com](https://www.instagram.com)
- [LinkedIn.com](https://www.linkedin.com)

### Local courts/arrests info:

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

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