

Fraud Prevention Webinar Summary

Thank you for your interest in the Fraud Prevention Webinar, produced by Vigilant Transportation Services, LLC, home of the Double Broker Bounty Hunter (DBBH) program.

This webinar was developed to educate new and seasoned industry stakeholders of ongoing trends regarding fraud in the trucking industry, with emphasis on how to identify and defend an organization from falling victim to these scams. It was developed over a 3-month period and is the culmination of all that we have learned about double broker fraud since 2022 with acknowledgements and contributions from over a dozen sources.

Each module is designed to build upon the information presented in previous modules. Since the landscape of these scams is constantly changing, this course will also be constantly evolving to add the latest iterations of fraud that have presented themselves, along with recommended techniques to stay ahead of the scammers. The course will be updated on a monthly basis or more frequently if needed. Returning participants will see the updated material as part of the annual refresher course.

Our recommendation is for every broker, dispatcher and carrier to take the full course, and then take the refresher course on an annual basis (refresher course expected to be released by September 2024). A similar course is under development geared towards shippers, receivers, and third-party logistics (3PL) organizations who provide warehousing support. These organizations have a critical role to play in preventing fraud, and combined education is the only possible “silver bullet” available to combating the fraud problem.

VTS offers a traditional webinar format, with interactive communications between the course participants and the instructor. Notetaker handouts will be sent out to participants before the start of the course. The course is broken out over a 4 day period in 1 hour segments (it may run long depending on questions from the participants).

VTS also offers in-person training for significant sized groups. Rates are dependent on the size of the group, plus travel expenses. This may be a more attractive option for medium or larger sized organizations with a need for mass training in this area and will give the organization the freedom to customize the presentation to meet their specific needs.

We would be happy to work with any participant’s insurance provider to give provide them an opportunity to review course materials for possible discounts in premiums as this training should help stakeholders reduce the number of claims filed due to such frauds in the future. Please provide a request from your insurance provider and a link to course materials will be provided to them for their review.

Course outline is as follows:

Course Outline

Introduction:

- Author and Instructor Background
- Sources and Acknowledgements
- Course Rules of Engagement

Module 1 (Day 1): Double Brokering Basics

- Evolution of Double Brokering
- Variants of Double Brokering (5 known variants as of May 2024)
- Warning Signs

Module 2 (Day 2): Defending Against Scammers

- Defenses Against Double Brokering Scams
- Appropriate Responses to these Scams
- Prevention Methods

Module 3 (Day 3): Other Forms of Fraud/Scams

- Cargo Theft/Ransoming
- Dispatch Service and Carrier Based Scams
- Identity (MC) Theft

Module 4 (Day 4): Reputation Management

- Screening Services
- Professional Sanction
- Freight Guards
- Broker Transparency Law
- How to Manage Reputation
- Fraud Reporting

Any question regarding this course, schedules, and costs can be directed to jcantera@vigilanttransport.com.