

How To Report Freight Fraud



1

Report to Law Enforcement: Notify your local law enforcement agency about the incident.

2

Contact the USDOT Office of the Inspector General (OIG): You can report the incident to the [U.S. Department of Transportation's OIG Hotline](#) at (800) 424-9071.

3

File a Complaint with FMCSA: Use the FMCSA [National Consumer Complaint Database](#) (NCCDB) to file a complaint.

4

Inform Relevant Parties: Contact your insurance company, load boards, and factoring companies to let them know your company's information is being fraudulently used.

5

Verify Phone Numbers: Ensure that your company's phone number(s) displayed in [FMCSA's Safety and Fitness Records System](#) (SAFER) are accurate. You can check this by visiting SAFER and clicking on "Company Snapshot."

6

Monitor Your Carrier Profile: Regularly check your FMCSA Carrier Profile for accuracy. If you find incorrect information, visit [FMCSA Registration](#) for assistance.

Carriers: If you've picked up or transported a load that was fraudulently brokered, identify the party responsible for paying the freight on that load. Then, request to be connected with their brokerage service. In many cases, the legitimate broker of the load is also a victim of fraud or theft and is not involved in the illegal transaction. Remember that holding loads hostage until you receive payment is illegal.

How to Protect Yourself From Freight Fraud

1

Verify Phone Numbers: Use SAFER to confirm the phone numbers of brokers and carriers. If the number you have doesn't match the one listed, call the number on SAFER to discuss the load. Be aware that an employee's identity may have also been stolen.

2

Confirm Valid Transactions: If SAFER shows a carrier or broker without a visible phone number, avoid contracting for the work until you can verify it's legitimate.

3

Cross-Check Information: When using a search engine to confirm numbers, emails, and websites, remember that top search results could be fake profiles created by scammers. Verify the information across multiple sites.

4

Examine Documents: Document verification is crucial. Even insurance certificates can be fraudulent. If something seems off, research the numbers and contact the companies directly.

5

Stop the Transaction If:

- Your broker asks you to present yourself as a carrier of a different name or asks your driver to lie about who they work for.
- You question the load's destination and are told it's a "blind load."
- The broker quickly agrees to pay you more than expected.
- The rate far exceeds the current market rate.

6

Maintain Logs and Verify Details: Encourage your customers to keep driver and vehicle logs. Confirm that the name and numbers on the truck match the contracted carrier. Have your customer record the tractor and trailer plate information and request pictures of the truck and trailer. Compare and verify this information with the carrier packets. This information will be crucial for law enforcement if you are involved in a fraudulent load.