



FRAUD PROTECTION TRAINING

Fraud

Wrongful or criminal deception intended to result in financial or personal gain.



Fraud in the Taxi Industry

Taxi services are unique – our payments occur where the customers are, not at a single place

Unfortunately, as non cash payments grow, more potential frauds can happen. At Cabcharge, we use specialised fraud detection systems and training to help protect our merchant partners and drivers from fraud.

Fraud affects everyone involved and can damage the ongoing relationship between network, operator, driver and passenger.





Criminal offence

Prosecutions for fraud are under the NSW Crimes Act 1900 and similar legislation nationally.

You will have a criminal record if found guilty.



Crimes Act 1900

Section 192E

(1) A person who, by any deception, dishonestly:

- a) obtains property belonging to another, or
- b) obtains any financial advantage or causes any financial disadvantage,

is guilty of the offence of fraud.

Maximum penalty:
Imprisonment for 10 years.

Section 193D

(1) If:

- a) a person deals with property intending that the property will become an instrument of crime, and
- b) the property subsequently becomes an instrument of crime,

the person is guilty of an offence.

Maximum penalty:
Imprisonment for 15 years.

Section 256

(1) A person who makes, or has in his or her possession, any equipment, material or other thing designed or adapted for the making of a false document:

(a) knowing that it is so designed or adapted, and

(b) with the intention that the person or another person will use the equipment, material or other thing to commit the offence of forgery,

is guilty of an offence.

Maximum penalty:
Imprisonment for 10 years.

Taxi Industry fraud in the news

Dodgy taxi drivers cop blast

Sunday Herald Sun
November 07, 2010

Dodgy taxi drivers are ripping off unsuspecting customers, refusing to take passengers with wheelchairs or guide dogs.

Accusations of widespread credit card fraud have been made.

Some drivers are taking the long way to destinations, marking up fares and struggling to know where they are going.

Taxi passengers ripped off in 'credit card skimming scam', four face charges

ABC News
July 09, 2014

Taxi passengers have been ripped off by what police have described as a well-organised, sophisticated skimming scam that was used to steal credit card details to make ATM withdrawal.

Devices were fitted inside a number of taxis.

Four taxi drivers 'scammed \$230,000 from Fairfax'

The Age
October 25, 2012

Four Melbourne taxi drivers have been charged with fraud, after allegedly stealing almost a quarter of a million dollars from Fairfax Media.

Police arrested the drivers, who are accused of altering Cabcharge receipts to scam about \$230,000 in less than a year.



Levels of Risk

Different kinds of transactions have different levels of risk. It is important to know the risks because the credit card company may refuse the transaction if the passengers deny the charge.

High-risk transactions

- No authorisation for a fare that is more than the floor limit
- The Card signature does not match the one on the merchant's copy
- The passenger is probably not the owner of the card – the name or gender is just not right
- Manually processed FASTeTICKET transactions
- Any time an EFTPOS terminal is not used for the transaction
- Breaking the transaction into multiple parts
- Passengers asking for cash back or the trip didn't happen
- Passengers telling you what authorisation code to put in



Levels of Risk

Different kinds of transactions have different levels of risk. It is important to know the risks because the credit card company may refuse the transaction if the passengers deny the charge.

Low-risk transactions

- EFTPOS terminal is used for the transaction
- The approval code on the receipt is “Approved 00”
- Driver gets authorisation code from the card issuer for fares over the floor limit and the signature is verified



Chargebacks

A chargeback occurs when the passenger denies the charge or the trip. If a dispute occurs Cabcharge will investigate the fare to find out what happened.

If the investigation suggests that the passenger was right, or that there is doubt or fraud then the fare will be “charged back” (debited) to the merchant’s account and ultimately the operator and driver. This may mean that you could lose the full amount of the fare.



Chargebacks cont'd

Common causes for chargebacks

- No authorisation for fares over the limit
- Wrong pickup or drop details on the receipt
- The passenger (cardholder) questions the fare and no record was kept by operator
- The cardholder did not authorise the transaction
- Wrong date and time listed on the cardholder's statement for the trip



FASTeTICKETS



You should always process a FASTeTICKET through a Cabcharge terminal as payments are processed instantaneously, and so limit the risk of the fare being rejected.

Do not try and process these later or in another place as the records will look strange to the passenger and they may question the charge

Processing these both manually and electronically for the same ticket is fraud.



Emergency Dockets



1234 1234 1234 1234
09/15 - 12/16
MS. JANE SMITH

TRIP EXPLANATIONS John's Taxi to the Airport for conference in New York.		TRIP DATE 09/15 - 12/16		TRIP TO East Sydney		TRIP FROM International Airport		TRIP TYPE FIFTY ONE		TRIP CLASS OCCAS		TRIP CODE ZERO		TRIP STATUS CONF		TRIP TOTAL 51.00	
---	--	----------------------------	--	------------------------	--	------------------------------------	--	------------------------	--	---------------------	--	-------------------	--	---------------------	--	---------------------	--

Emergency Dockets should only be used as a fall-back if your Cabcharge terminal is temporarily unavailable to process a transaction.

As docket transactions are manually processed, this method of payment carries a higher risk of error and fraud which will impact on the certainty of your transaction.

Dockets should be fully completed and lodged according to the close-off schedule provided by Cabcharge to ensure payments are processed in a timely manner.



Blue Dockets

Cabcharge
INTERNATIONAL CHARGE CARD FOR CARS
A.B.N. 99 001 566 295

DRIVER'S NAME: J. Smith DRIVER AUTH. NO.: AB230

DATE: 8 June TARIFF: 4321 TO: 7 c.ABS

ACCOUNT NAME: _____

ACCOUNT HOLDER NAME: _____

DEPT: _____

TRIP EXPLANATION: _____

TRIP DETAILS:

START: 9.10 AM FROM: George St City FARE MET: 2

FINISH: 10.00 AM TO: Parramatta S: 39.80

PASSENGERS ARE REQUIRED TO WRITE THE FARE IN WORDS BELOW

5 fty two DOLLARS — CENTS 3 2.20 TOTAL

PASSENGER SIGNATURE: 6 A. Rossiter 4 42.00

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

①23456789 "45678"

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

When accepting Blue Dockets, ensure that the docket is filled out correctly and the words are readable.

Genuine Cabcharge blue dockets have a blue background with a slight pink towards the centre of the docket. This is a security feature that is difficult to reproduce fraudulently.

Another security feature that should be considered is the MICR encoding characters on the bottom of the docket. If these figures are missing, then please ask the passenger to pay by other means as it may be a fraudulent docket.



Floor Limits



A floor limit is a fraud risk reduction procedure by card issuers. There is a different floor limit for each card issuer.

If you process a transaction that is above the floor limit of the card, it is important for you to get authorisation from the card issuer. This is usually via your network.

You can check floor limits from our website for Merchant Partners at:

merchants.cabcharge.com.au



Suspected Fraud

If you suspect that your passenger is attempting fraud, you can **ask for another form of payment.**

Or if you are suspicious of a transaction, you may contact the police or your network.

**Always remember that your safety comes first!
Don't take any chances.**

