

False Pretense/Identity Theft Supplemental Application

False Pretense/Identity Theft claims are on the rise so it's more important than ever to focus on your sales and delivery procedures to reduce potential to loss and save premium in the long run.

Named Insured: _____

1. Have you had a False Pretense or Identity Theft claim in the past five years? Yes No

If yes, provide details of the claim and what changes were implemented to prevent future claims: _____

2. In detail, describe the steps taken to verify a customer's identity: _____

Do you use a third party to assist in verifying identities? Yes No
 Do you use a driver license scanner? Yes No

3. Do you have formal training established for your staff to identify "red flags" during the sale and delivery processes? Yes No

List the specific "red flags" that will require the salesperson to alert the management team of a potential issue: _____

4. Do you sell vehicles 100% over the internet? **(Largest increase in FP type claims)** Yes No
 Are vehicles ever sold sight unseen (i.e. without meeting the purchaser)? Yes No
 Do you allow out of state purchases? Yes No
 If yes, will you deliver a vehicle to the customer at an off-site location? Yes No

If you will deliver a vehicle to the customer at an off-site location, how do you verify customers' identity prior to releasing the vehicle?

If you require the customer to pick up the vehicle, what procedures are in place to verify the customers' identity prior to releasing the vehicle?

5. If the customer pays by a personal check or authorizes an Electronic Funds Transfer, does the dealer call the financial institution to verify adequate funds are available? Yes No

6. Provide additional comments not addressed above regarding the dealers procedures to protect their inventory from future False Pretense/Identity Theft claims: _____

**Do not wait to report False Pretense/Identity Theft claims timely to your insurance provider.
 Report first, then investigate.**