

## **10 Do's to help prevent fraud**

1. Do vet all staff joining the organisation.
2. Do make sure IT security is tight (no passwords left around, systems not logged in etc.),
3. Do comply with the Payment Card Industry's – Data Security Standards PCI-DSS,
4. Do adopt Master Card secure code and Verified by Visa,
5. Do make sure that tickets and paperwork are sent to the same address as the banking address,
6. Do keep a list of names, bank accounts, card details, addresses, telephone numbers that have been used for fraud previously and use it to vet new transactions,
7. Do make sure that policies are in place to deal with prevention of fraud,
8. Do make sure that procedures are in place and agreed for dealing with detected frauds,
9. Do make sure that the proper technical solutions are deployed on all booking interfaces that will alert the organization to attempted frauds,
10. Do review processes regularly to ensure they remain effective.

## **10 Don'ts to help prevent fraud**

1. Do not load data onto unencrypted medium,
2. Do not leave paperwork unsecured,
3. Do not allow staff to jot down clients details or telephone numbers,
4. Do not forget to ensure all paperwork and notepads which have any telephone numbers, account details or other personal details are secured securely and disposed of as confidential waste or shredded,
5. Do not leave credit card terminals unsecured,
6. Do not forget that all data should be made available on a need to know basis only,
7. Do not forget to make sure staff are aware of policies,
8. Do not forget to regularly re-train staff to ensure they are up to date with company policies and nature of the threats,
9. Do not forget to report fraud to the Police and the body that provides your customer protection,
10. Do not forget to change passwords to systems regularly.