



# FBI-DHS



## Suspicious Behavior Indicators

Businesses can become unwitting participants in illicit or terrorist activities. Be aware of unusual or suspicious purchases or usage of your products and services. Have you witnessed suspicious purchasing behavior?

### Key questions:

- ? Have any customers attempted to purchase unusual or large quantities of peroxide products, acetone or strong acid products (Muriatic Acid, drain cleaner, etc.)?
- ? Have any customers displayed nervous or evasive behavior when purchasing or attempting to purchase peroxide products or unusual quantities of acetone or acids?
- ? Is the customer a regular customer, is this the first time he/she has visited your store?
- ? Did the customer give evasive responses when questioned?
- ? Did the customer lack the knowledge of the product's proper use?
- ? Did the customer refuse to purchase a substitute product?
- ? Did the customer insist on in-store pick up rather than delivery to a specific address?
- ? Did the customer insist on cash payments?
- ? Did the customer have any burns or unusual discolorations on his/her hands or arms?
- ? Did the customer emit any unusual odor or chemical smell?
- ? Would you recognize this person if you saw him/her again?



CCTV captures terrorists purchasing bulk quantities of hydrogen peroxide that was used in London attacks



For more information on the Bomb-Making Materials Awareness Program, please visit TRIPwire ([www.tripwire.dhs.gov](http://www.tripwire.dhs.gov)) if you are a law enforcement officer or TRIPwire Community Gateway (<http://cs.hsin.gov>) if you are a member of the private sector. If you need access to either system, please contact [help@tripwire-dhs.net](mailto:help@tripwire-dhs.net).