

Statewide Information & Analysis Center



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SIAC RFI 2010 - 2

SIAC Request for Information (RFI) Front Desk Credit Card Confusion Scam March 22, 2010

The SIAC is respectfully requesting your assistance in facilitating the collection of criminal information pertaining to the theft of credit card information within the State of Utah. The SIAC is collecting this information for the purpose of satisfying identified intelligence “gaps”, and analyzing and drafting a criminal threat assessment that will ultimately provide intelligence support to the SIAC's public safety partners.

This information collected will be kept strictly confidential within the SIAC. Such information will be used for intelligence analysis and assessment purposes only, and the dissemination of intelligence products containing collected information from RFIs will not occur without prior permission from the originating agency.

(U//FOUO) Overview:

Recently there has been an email circulating regarding a front desk credit card confusion scam. The Statewide Information and Analysis Center is requesting information regarding this scam and if there are any related incidents reported in your area.

There are different versions of this scam, but, the end result is the same. The scam is as follows:

The “Scammer” calls the hotel/motel front desk and randomly asks for one of the room numbers; the desk clerk reroutes the call. The phone rings in the potential victim’s room and the scammer on the other end says the following: *This is the front desk. When checking in, we became aware of a problem with your credit card information. Please re-read me your credit card number and verify the last 3 digits of the number on the reverse side of your credit card.* If the occupant gives the caller this information, they fall victim to the scam.

Intelligence Gaps:

The SIAC is requesting information pertaining to the following questions:

- Has this type of scam occurred in your area?
- If so, where did it occur (i.e. hotel, motel, equipment/recreational rentals, etc.)?
- Has this scam occurred more than once at the same hotel/motel or similar location?
- Do you have any suspects?

Please contact SIAC Analyst Denise Farnworth at 801-256-2368 or by email dfarnwor@utah.gov with any information regarding possible credit card scamming.

Handling Notice: Recipients are reminded that Utah Statewide Information and Analysis Center intelligence products may contain sensitive information meant for use primarily within the law enforcement and homeland security communities. Such products shall not be released in either written or oral form to the media, the general public, or other personnel who do not have a valid need-to-know without prior approval from an authorized Statewide Information and Analysis Center official. Unlawful dissemination of this information may adversely impact ongoing investigations, and thereby compromise law enforcement officers' safety and the safety and welfare of the public.