

WEDNESDAY APRIL 27 | 9:00 - 10:00 AM



REDMOND SMALL BUSINESS CRIME & FRAUD PREVENTION WEBINAR



Redmond Police Department
Safety, Security and Fraud Prevention Tips for Redmond Small Businesses

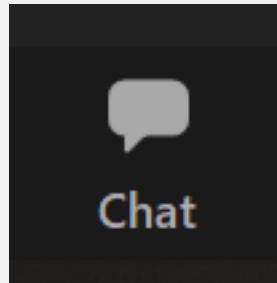
OUR WEBINAR WILL BEGIN SHORTLY

Redmond Small Business Crime & Fraud Prevention Webinar

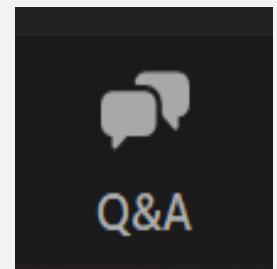
**KRISTINA
HUDSON**
CEO
OneRedmond



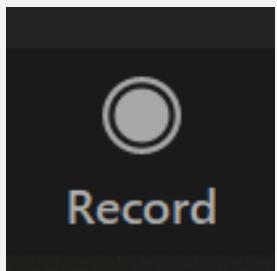
Redmond Small Business Crime & Fraud Prevention Webinar



Need help during the webinar?
Use the **Chat Box**



Questions for the Speakers?
Use the **Q&A Box**



The **Recording** will be available
following the webinar

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REDMOND SMALL BUSINESS CRIME & FRAUD PREVENTION WEBINAR



Redmond Police Department
Safety, Security and Fraud Prevention Tips for Redmond Small Businesses

SPEAKERS



Sgt. AnnMarie Fein
Community Engagement Sergeant
Redmond Police Department



Nicole Perry
Crime Analyst, Greater Puget Sound
Financial Fraud and ID Theft Task Force
Redmond Police Department

Redmond Small Business Crime & Fraud Prevention Webinar

Sgt. AnnMarie Fein
*Community Engagement
Sergeant*
Redmond Police Department



SMALL BUSINESS CRIME PREVENTION

April 27, 2022

AnnMarie Fein, Community Engagement Sergeant



CRIMES SMALL BUSINESSES EXPERIENCE



Shoplifting - Theft

Stealing goods from inside the business while open and staff is in attendance.



Commercial Burglary

Entering a business when it is closed to the public and unoccupied with intent to steal or do damage.



Robbery

Taking property against the will of another or by threatened use of violence or fear of injury to self or property.

SHOPLIFTING AND THEFT

Thefts from inside commercial locations is a common crime but often may be unreported.

- Over 400 Shoplifts reported in 2021 - Most occur 4-8pm.

Staff is typically the first to notice this crime

- We recommend alerting a co-worker to your suspicion.
- Call 9-1-1 before approaching the subject or delegate this role.
- Do not approach the subject if you are alone at the business.
- Let It Go – we are seeing increased levels of weapons carried and displayed by subjects. This leads to an unpredictable outcome.
- Make sure staff knows that you put People Above Product.



SHOPLIFTING AND THEFT

Organized Retail Theft-Recent incidents of group access into a store to steal high priced merchandise.

- Limit inventory on the floor of targeted items.
- Place high value items close to the register or behind counters.
- If items have serial numbers or another form of identification-keep a comprehensive inventory list.

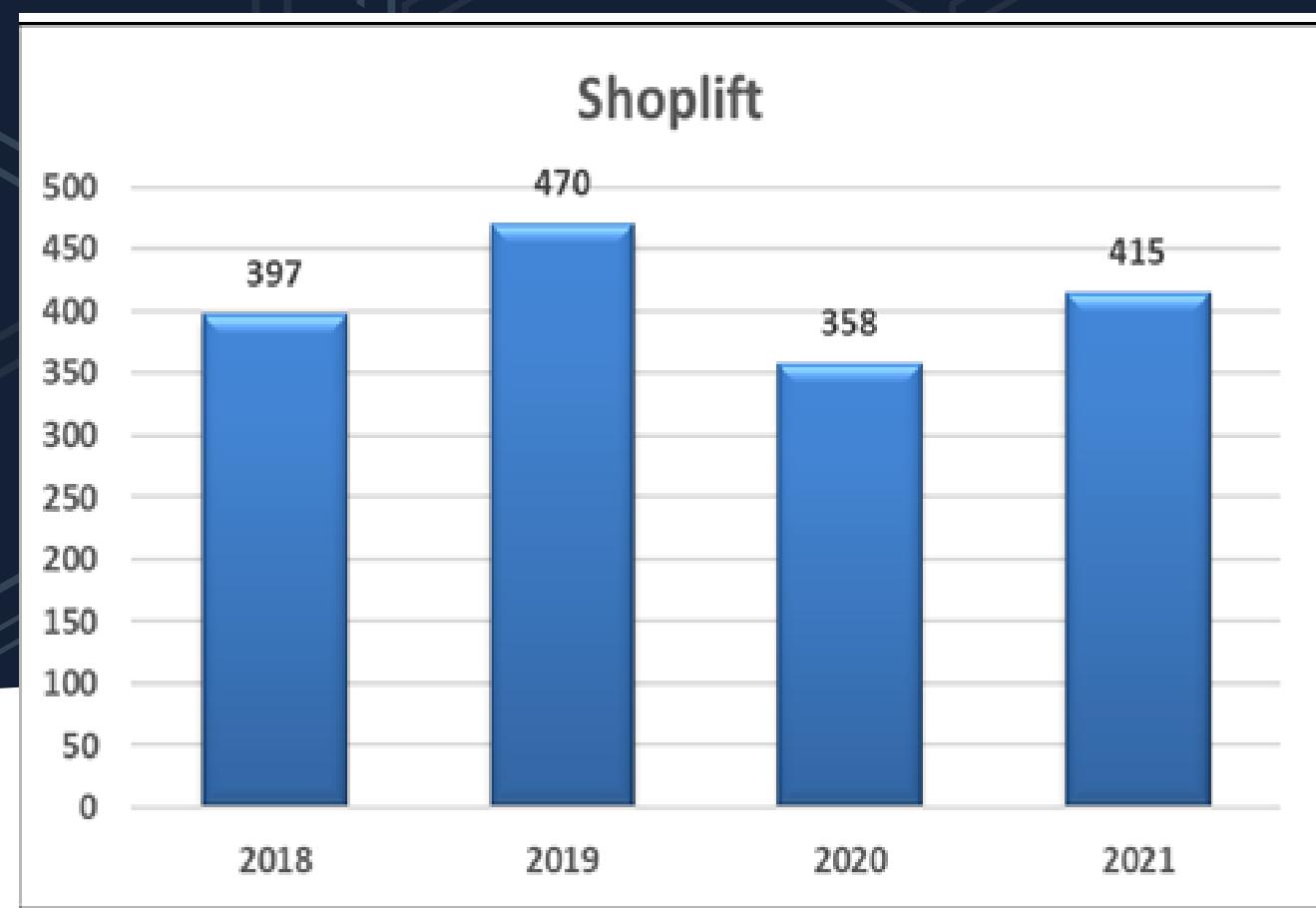
Theft of Employee Purses, Devices, etc.

- Warn employees of leaving their belongings unattended at desks or behind counters.
- Distraction methods will be used by 'shoppers.'
- Provide a locked drawer for personal belongings.
- Breakroom security and rear door access.



SHOPLIFTING STATISTICS

- FIRST QUARTER 2022 – 128
- ON THIS TRACK THE 2022 RATE
WILL BE OVER 500



ROBBERY

Any theft can become a Robbery if the subject is willing to use force or threaten to harm you.

- Year to date 19 Robberies, previous two-year average was 2

Businesses with large amounts of cash on hand will always be targeted.

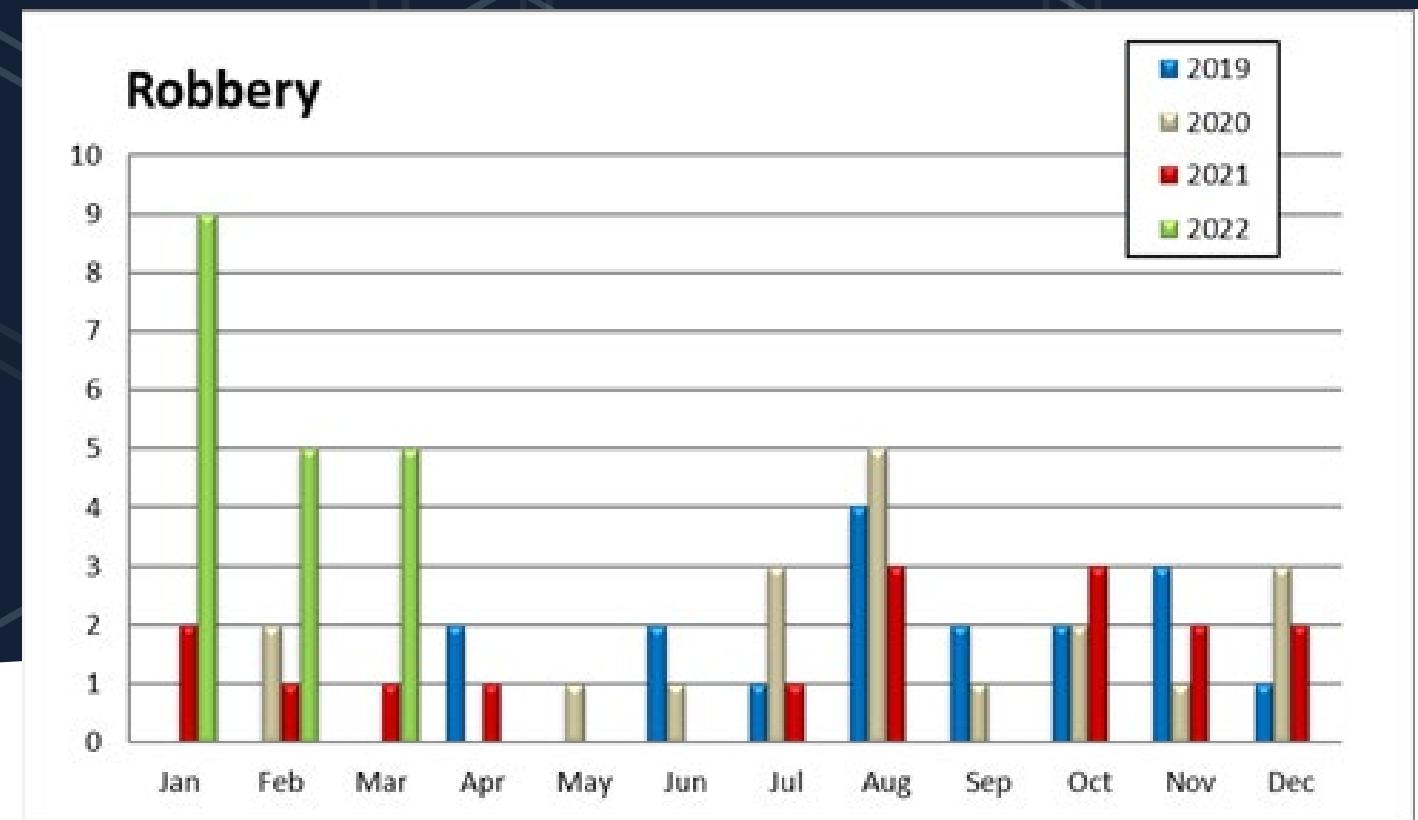
Opening and closing times will always be times with increased opportunity.

- Can workers do this safely if they are alone?
- Vary the times you arrive and leave.
- Employees can park together to make leaving the business safer.



ROBBERY STATISTICS

- FIRST QUARTER 2022 – 19
- SEVEN OF THESE WERE DURING A
SHOPLIFTING INCIDENT



COMMERCIAL BURGLARY

Methods of Entry are typically defeated locks, broken windows or unsecured doors.

- **EXTERIOR DETERENTS:**
 - Obvious Cameras
 - Adequate Lighting (motion lighting)
 - Clear line of sight to the roadway and/or parking lots
- **POINT OF ENTRY:**
 - Strong Locks-Time to update copied keys for a key card or code entry system
 - Glass doors can be reinforced with protective film or changed to plexiglass
 - Glass Break Alarms
- **INTERIOR DETERENTS:**
 - Obvious Cameras
 - AUDIBLE Alarms for Motion, Open Doors & Glass Break

Always keep in mind what you will do after an unfortunate employee separation.

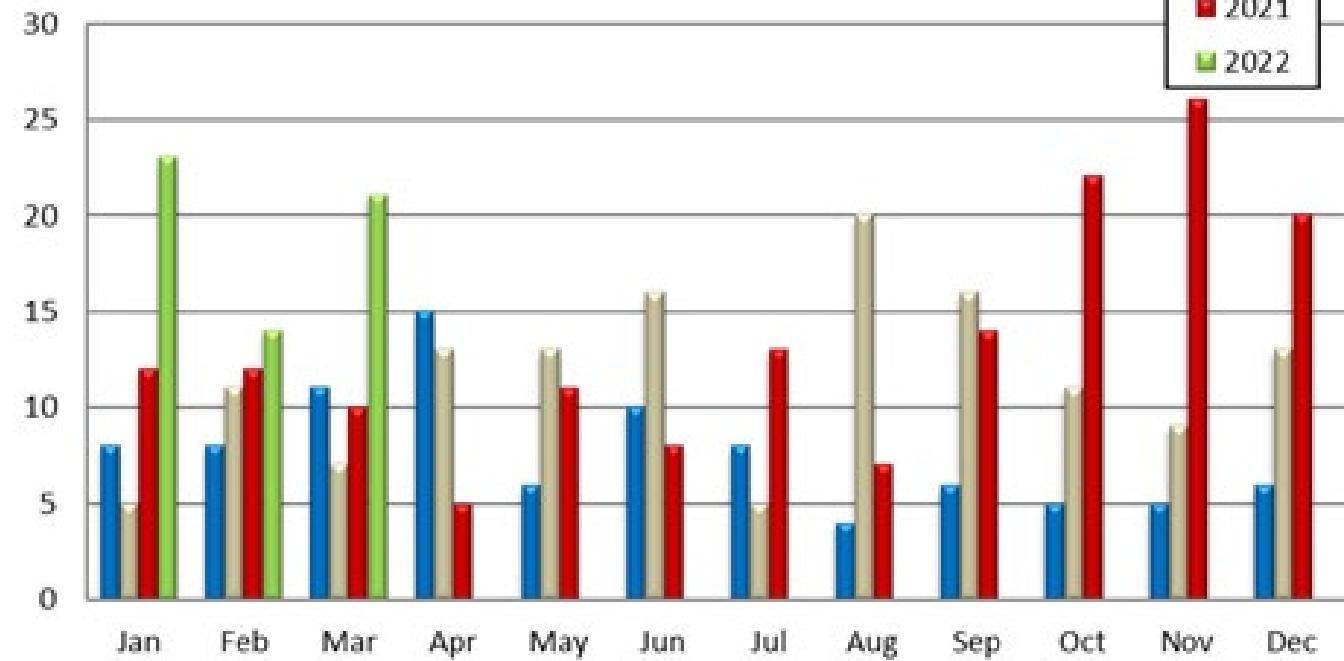
Will you have a missing key? Or can you cancel their entry code?



COMMERCIAL BURGLARY STATISTICS

- MOST COMMON IN THE CENTRAL OR
GRASSLAWN DISTRICT
- OCCUR ON WEEKENDS/HOLIDAYS

Commercial Burglary



ALARM SYSTEMS

CLOUD BASED-

Installed and controlled by the business

- Ability to remotely log on at anytime to observe
- Check opening/closing, etc.
- Motion alerts and Alarms will go directly to your phone or tablet
- Difficult to verify the alert/alarm
- Lacking audible alarm option

PROFESSIONALLY MONITORED-

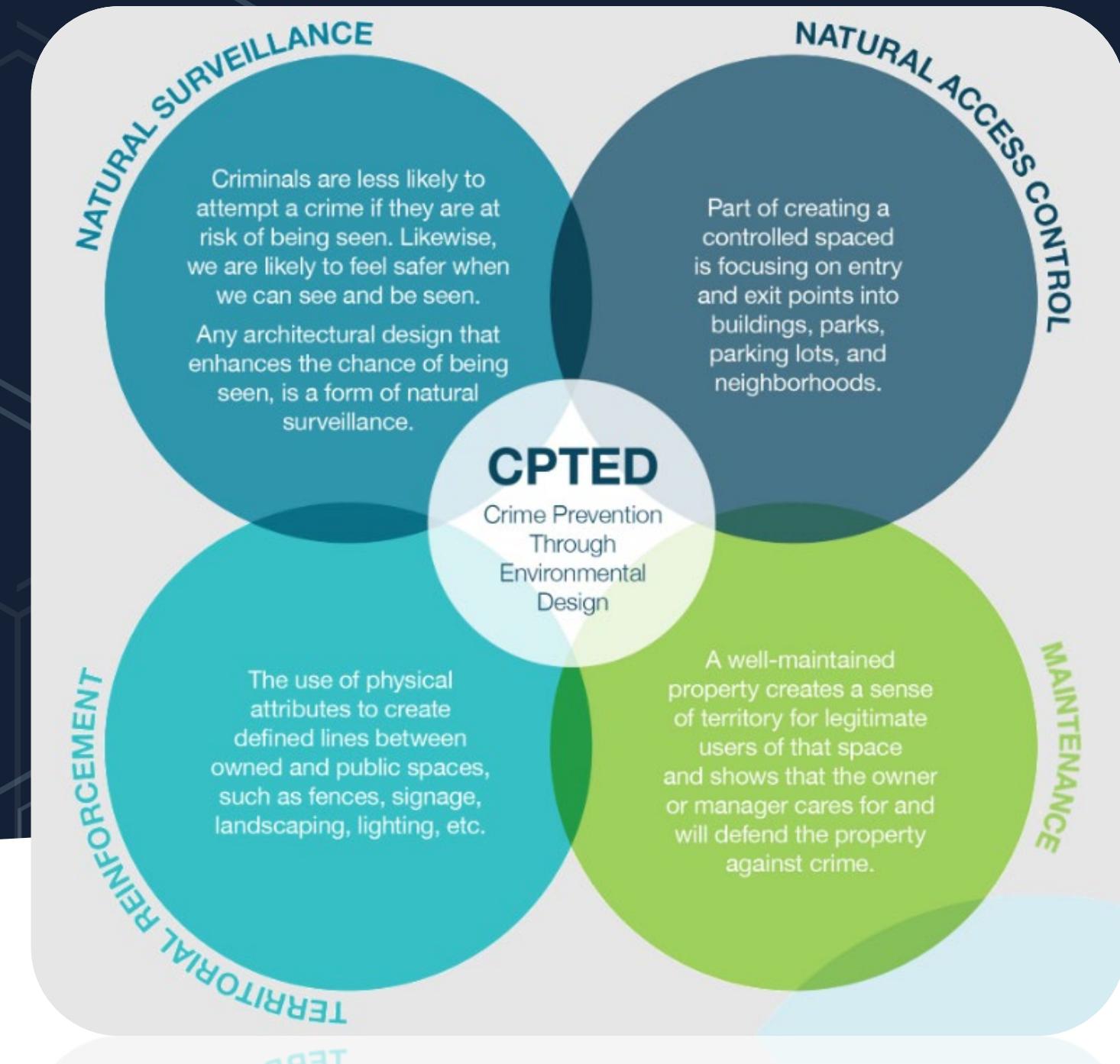
Privately controlled

- Higher Price to install and monitor
- False Alarms and employee issues
- Alarm Verification can be easier & make police response quicker
- Better camera and alert coverage
- Audible alarm options



CPTED TIPS

Criminal Acts can be discouraged in public spaces when we encourage activities in those spaces by Residents, visitors, and other legitimate users.



Landscape Design

Consider the landscaping around your business & in parking lots to deter criminals from targeting you. The use of planter boxes or bollards can not only protect those seated in front of a business but also provide a more difficult entry/exit point for criminals.

01

LIGHTING

Ample lighting is an obvious way to deter a possible intruder from choosing your yard as a target.



02

FENCING

Instead of tall slatted wooden fences the use of wrought iron or a lower picket fence is suggested.



03

HEDGES

Hedges should be kept below the height of 2 feet as to not provide a hiding spot for a possible intruder.



04

TREES

Tree branches should always be trimmed to not hang below 8 feet as to not provide hiding for a lurking intruder.



05

SPIKES/THORNS

Installing plants with spikes or thorns near the windows of the home is a good deterrence for a possible intruder.



06

DEBRIS

Regular lawn maintenance is important to keep the yard clear of debris a possible intruder can use to break a window.



TRESPASSING OR LOITERING

If an individual remains at your property unlawfully, creates a disturbance or a hazard, or is not a patron of your business:

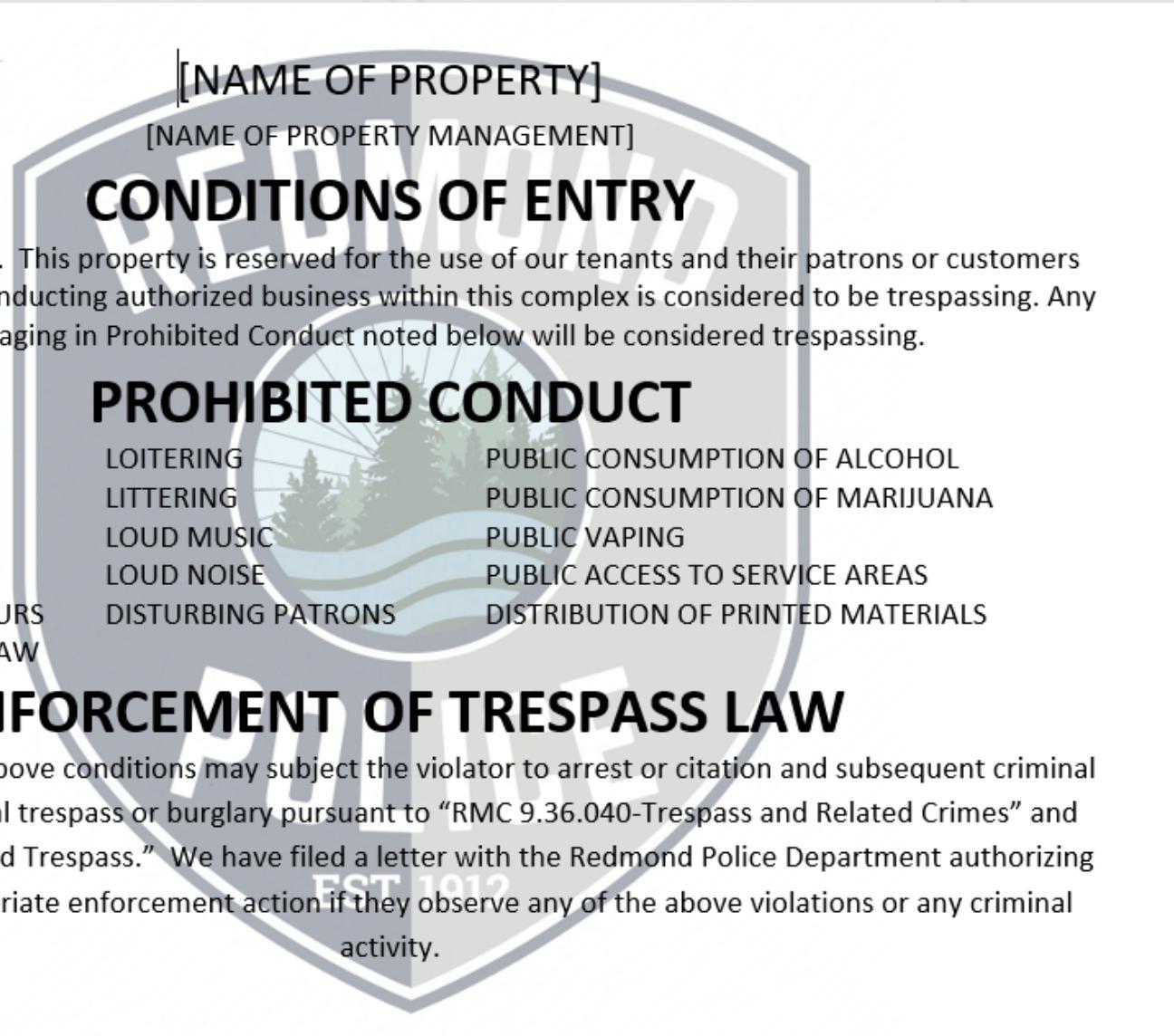
You have the right to ask them to move along AND not to return.

If you feel unsafe doing this or have already asked in the past, please call 9-1-1 and request police assistance. Redmond Police will respond and explain to the subject that they are trespassed from an area for the period of one year. We will keep this record in our computer system & can arrest the subject if they return.

Subjects can be trespass from common areas of apartment complexes or large areas owned by a single person or company.



TRESPASSING OR LOITERING – SAMPLE SIGN



THANK YOU

Any Questions?

Sgt. AnnMarie Fein afein@redmond.gov (425)556-2582



Redmond Small Business Crime & Fraud Prevention Webinar

Nicole Perry
Crime Analyst
Greater Puget Sound Financial
Fraud and ID Theft Task Force
Redmond Police Department





Scam Awareness: Small Business

April 27, 2022

Crime Analyst Nicole Perry
Redmond Police Department



Business Email Compromise

Imposter Scams



Common Scams

Business Email Compromise



- Employee's email account is compromised
- Request sent to internal coworkers with access to transfer funds leading to large losses to the business
- Variation: compromised account sends requests to internal coworkers asking for lists of employee information and/or W2 information
- Variation: compromised account sends request to divert the victim employee's payroll



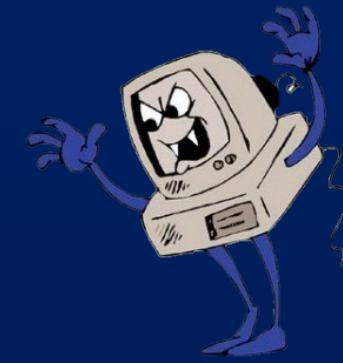
Common Scams

Imposter/Extortion Scams

- Multiple variations/stories told to the victim with the common theme of instructions to the victim to pay the scammer.
- Suspects pose as government officials (Police, Immigration, IRS, etc.), utility company personnel (PSE, Seattle City Light)
- Victim is threatened with arrest, loss of services, or other consequences unless they pay



Scam Prevention: Training



- Train employees to know the signs of a phishing attempt (email, text, phone call) to prevent unauthorized access
- Implement checks and balances or 2-factor authentication (voice confirmation) for high-risk requests like changing payment information or distributing personal info



Compromised Information: Phishing

Messa...(23) 1 (410) 000-003 Edit

MSG:WellsFargo
Message! we are
unable to
complete your
request
online.Account
locked. Please
call us at
(Con't) 2 of 2
[1-800-378-7620](tel:1-800-378-7620)
for further

Subject: Your webmail quota has exceeded the set quota which is 20GB.

Your webmail quota has exceeded the set quota which is 20GB.

You are currently running on 20.9GB.

To re-activate and increase your webmail quota please click the link below

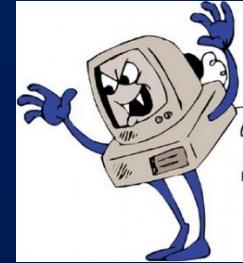
[Click Here](#)

Phishing

Failure to do so may result in the cancellation of your webmail account.

Thanks, and sorry for the inconvenience.

Local host





Prevention Tips: Warning Signs of a Scam

- Government agencies will NEVER demand payment to avoid enforcement action (arrest, fine, deportation).
- Pushy/aggressive “customer service” representatives





Prevention Tips: Education on Scams

- Help customers and members identify scams before they fall victim!
 - www.fbi.gov – sign up for email updates from the FBI website when new schemes are posted
 - www.snopes.com
 - www.idtheftcenter.org
 - [AARP Fraud Watch Network](http://www.aarp.org/fraudwatchnetwork)

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FEDERAL BUREAU OF INVESTIGATION

Contact Us

- Your Local FBI Office
- Overseas Offices
- Submit a Crime Tip
- Report Internet Crime
- More Contacts

Learn About Us

- Quick Facts
- What We Investigate
- Natl. Security Branch Information

Common Fraud Schemes

EXTRA The FBI is warning the public about an ongoing scheme involving jury service. Please be aware that individuals identifying themselves as U.S. court employees have been contacting citizens by phone and advising them that they have been selected for jury duty. These individuals ask citizens to verify names and social security numbers and then ask for their credit card numbers. If the request is refused, citizens are then threatened with fines. [Details](#)

Common Fraud Scams

- Telemarketing Fraud
- Fraud Alert
- Nigerian Letter or 419 Fraud
- Impersonation/Identity Fraud
- Advance Fee Scheme
- Health Insurance

Investment Related Scams

- Letter of Credit Fraud
- Prime Bank Note
- Ponzi Scheme
- Pyramid Scheme

[Get e-mail updates when new fraud schemes are posted here](#)



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FIGHTING BACK AGAINST IDENTITY THEFT
FEDERAL TRADE COMMISSION

DETER **DETECT** **DEFEND**

CONSUMERS | **BUSINESSES** | **LAW ENFORCEMENT** | **MILITARY** | **MEDIA** | **REFERENCE DESK** | [EN ESPAÑOL](#)

WELCOME TO THE FTC'S IDENTITY THEFT SITE

Please Note: This website will be unavailable during maintenance from 5pm ET on Friday, 2/13/09, through Saturday, 2/14/09.

DETER-DETECT-DEFEND

This website is a one-stop national resource to learn about the crime of identity theft. It provides detailed information to help you deter, detect, and defend against identity theft.

On this site, consumers can learn how to avoid identity

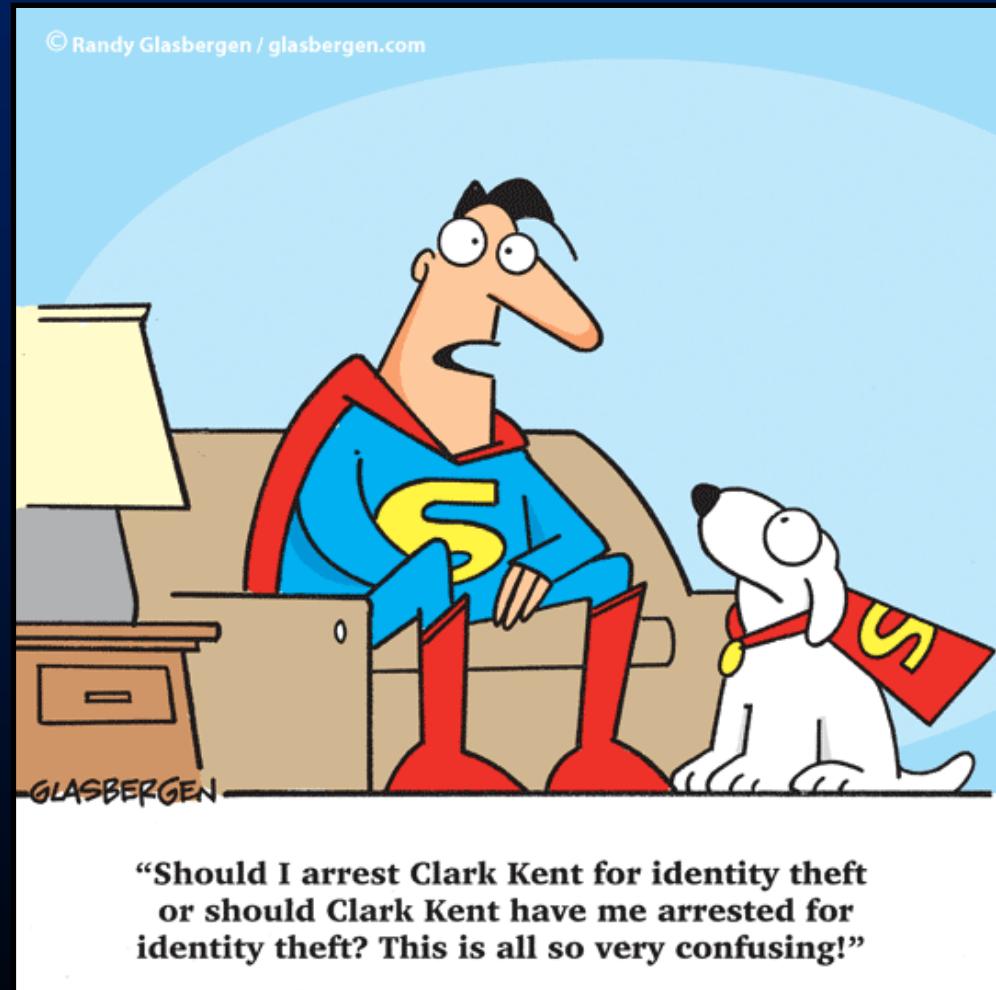


Victim Resources: Scams

- File a police report with local law enforcement.
- If money was wired, call the wire transfer service to see if it has been picked up yet. If not, they may be able to cancel the transaction. Law Enforcement can assist with contacting the wire transfer service.
 - MoneyGram: 1-800-666-3947
 - Western Union: 1-800-448-1492
 - Green Dot: 1-866-795-7597
- File a complaint with the Federal Trade Commission (FTC): www.ftc.gov or 1-877-382-4357
- File a complaint with the WA Attorney General's Office: www.atg.wa.gov or 1-800-551-4636



Questions?





Thank You!

Contact Information:

Crime Analyst Nicole Perry

425-556-2666 | nperry@redmond.gov

To report a crime:

9-1-1 for in-progress events

425-556-2500 non-emergency Dispatch

Q & A



Nicole Perry

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Financial Fraud and ID Theft Task Force
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