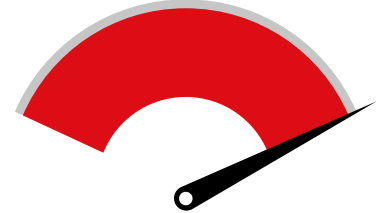




# Fraud Alert

## False Invoice Fraud - Increased Exposure

# tiaa



The fraud threat posed during emergency situations is higher than at other times, and all organisations should be attuned to the risks facing their business at this critical time.

False invoice fraud occurs where someone submits a bogus invoice for payment in anticipation, that due to the COVID-19 pressures being experienced, it will be passed for payment without the usual level of scrutiny.

This COVID-19 update is to alert organisations to the increased risk and vulnerability to fraud at this time.

### COVID-19 vulnerabilities risk assessment

Controls put in place to mitigate invoice fraud risk may be compromised during this period of business disruption and we suggest the following risk assessment is performed.

Issue	Risk to organisation?
Pressures to process all payments swiftly	Yes/No
Payments team experiencing exceptional work pressure	Yes/No
Key staff working at home, so unable to physically check that the goods or services have been received	Yes/No
Absence of key staff self-isolating/sick thereby delaying raising purchase orders	Yes/No
Large number of additional temporary suppliers	Yes/No

### Status: **Action Required**

**This alert provides information and advice to staff about fraud and economic crime that may occur during the COVID-19 emergency, and the risks associated with it.**

**If you or your organisation has fallen victim to fraud you should report it to your Local Counter Fraud Specialist or to the NHS CFA on 0800 028 4060.**

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## How to protect your organisation from fraud

**Where a 'yes' response is identified in the vulnerabilities risk assessment then consideration should be given to the following temporary action in addition to the normal checks.**

- Check whether the invoice is too good to be true, in that it includes bank account details on the invoice, but no reference to a purchase order and the contact person the supplier has been dealing with at the organisation.
- If the person within the organisation who approved the transaction cannot be identified and/or contacted then decide whether to withhold payment until a further request is received regarding the specific invoice.
- If the person within the organisation who approved the transaction cannot be identified and/or contacted then request by email that the supplier provides further information and check whether the email is undeliverable.

For further discussion and support, including fraud awareness training services, contact:

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