

List of Red-flag Indicators

A list of indicators of illegitimate transaction is set out below. Traders should watch out for cases where :

- the customer is reluctant to offer information about the end-use of the goods;
- the customer is reluctant to provide clear answers to commercial or technical questions which are routine in normal negotiations;
- an unconvincing explanation is given as to why the goods are required, in view of the customer's normal business or the technical sophistication of the goods;
- the customer's order is considered to be inappropriate or for which the customer appears to have no legitimate need;
- routine installation, training or maintenance services are declined;
- unusually favourable payment terms such as higher price and/or lump-sum cash payment are offered;
- unusual shipping, packaging or labelling arrangements are requested;
- circuitous or commercially illogical routing is requested;
- the customer is new to the trader and their knowledge about him/her is incomplete;
- the customer is unfamiliar with the product, its applications or performance;
- the installation site is in an area under strict security control or is in an area to which access is severely restricted, or is unusual in view of the type of equipment being installed;
- there are unusual requirements for excessive confidentiality about final destinations, customers, or specifications of items;
- there are requests for excessive spare parts or lack of interest in any spare parts; and/or
- the customer or end-user is a military body.