

REFERENCE SHEET

OVERPAYMENT

Overpayment

A new "client" sends in a cheque that exceeds the amount required to pay for goods or services rendered. They then ask that the overpayment amount be refunded. It's later discovered that the cheque was fraudulent. The goods and services and the overpayment amount refunded are therefore lost.

Tips

1. Train employees

The employees in charge of the company's financial operations must be made aware of fraud schemes. They must also be trained on the anti-fraud procedures put in place.

2. Transact safely with your suppliers and clients

- Require exact payment for amounts due; ask for a new cheque for the right amount if the one sent in is too high. If possible, wait before sending your product or providing your service.
- If there's a real emergency, confirm with your financial institution that the cheque is valid.

If you think your company is the victim of fraud

Immediately contact your financial institution and the police.

Report fraud to the Canadian Anti-Fraud Centre: <https://www.antifraudcentre-centreantifraude.ca/>