Why am I getting all these unwanted calls and solicitations since I registered my company with FMCSA?

FMCSA is aware that motor carrier officials and new entrant applicants often receive confusing or misleading solicitations from service providers or third party administrators by telephone, e-mail, text and US Mail. These businesses are able to get your company's information because when you submit an application or update your information with FMCSA, **your basic carrier information is publically available.** However, the services offered by these companies are neither authorized nor sanctioned by FMCSA.

FMCSA receives many complaints regarding aggressive or fraudulent marketing and other questionable activity, including reports of individuals or companies that **imply or even say** they are FMCSA Officials or are calling on behalf of FMCSA when they are not.

Many e-mailed, mailed, faxed and telephone solicitations are from individuals or companies who may give the impression that they are officials or representatives of FMCSA when they are not. Some vendors even have company names, web sites, e-mail addresses, or correspondences that include abbreviations or acronyms that are very similar to USDOT/FMCSA and often have web sites posted on the internet that **strongly resemble** official U.S. Government web sites.

FMCSA *does not:*

- contact Carriers by "robo-call" or other automated telephone solicitations
- request credit card numbers by telephone
- charge a fee for downloadable forms found at **http://www.fmcsa.dot.gov/**

Under federal law, pretending to be "an officer or employee acting under the authority of the United States" in order to demand or obtain "any money, paper, document, or thing of value" can result in a fine as well as imprisonment for up to three years (18 USC § 912).

Recently, unwanted or misrepresented solicitations resulting in complaints have led to investigations by FMCSA and law enforcement officials. Aggressive or fraudulent marketing complaints have included carriers being pressured to immediately enroll in:

- Drug and Alcohol Supervisor training
- General FMCSA regulatory and compliance support
- Unified Carrier Registration Compliance
- Biennial Unified Registration System compliance
  - One recent solicitation was a fraudulently re-written FMCSA Biennial Update notice delivered on FMCSA letterhead and provided PayPal links to a fraudulent company operating outside of the US!
  - **FMCSA DOES NOT use PayPal**
- Fraudulent "Government contract eligibility program" by asking a carrier to provide banking information and routing codes for "Procurement Purposes" see USDOT/OIG warning at: **https://www.oig.dot.gov/investigations/fraud-alert-identity-theft-scheme** Fraud Alert: Identity Theft

These companies often contact new carriers within minutes after completing online transactions with FMCSA. Reports indicate that some carrier officials and new entrants have mistaken such telemarketers, vendors, service providers, or third party administrators for FMCSA officials.

1. **If you have been the victim of fraud and experienced a loss please report the crime to Law Enforcement!**
2. **Report any compromised banking or credit card information to your financial institution or Credit Card Company immediately!**
3. **If you would like to report a fraudulent request for information to DOT, please contact the Office of Inspector General (OIG) Hotline via https://www.oig.dot.gov/hotline or by calling (800) 424–9071.**

Motor carrier service providers and third-party administrators or their employees can and do provide valuable services to motor carriers and new entrants in the motor carrier community. The use of a private entity or company to assist a motor carrier with compliance is certainly an option for motor carrier officials and new entrant applicants. However, the use of a service provider is NOT required by FMCSA.

The U.S. Government does not endorse private businesses or vendors.

What Drug and Alcohol Supervisor Training is actually required?

FMCSA has received numerous inquiries regarding companies using aggressive and threatening marketing tactics to sell supervisor training to employers who may be subject to FMCSA's drug and alcohol testing requirements. Often victims who do not require the training find out, only after paying for and completing the training, that the training was not required.

49 CFR §382.603 requires supervisors of CDL drivers to take 60 minutes of training on the symptoms of alcohol abuse and another 60 minutes of training on the symptoms of controlled substances use. The purpose is to qualify supervisors for determining when reasonable suspicion testing is needed. This is a one-time training requirement for the supervisor.

The FMCSA does not certify trainers or training companies, nor does it pre-approve the curriculum presented. Employers are responsible for meeting the training requirement of **49 CFR §382.603** including ensuring that any training company/entity they purchase training from provides training in the physical, behavioral, speech, and performance indicators of probable alcohol misuse and use of controlled substances. It is up to the employer to select which training to attend, keeping in mind the aforementioned guidelines. Additional information is available at:
http://www.fmcsa.dot.gov/regulations/drug-alcohol-testing/what-are-my-employee-and-supervisor-training-responsibilities

How do I make sure my company is in compliance with the Unified Carrier Registration (UCR) requirements?

The Unified Carrier Registration (UCR) program is not administered by FMCSA but instead is centrally managed by the State of Indiana. Information about the program is available at:
http://www.ucr.in.gov/

FMCSA DOES provide free of charge online guidance and support to help motor carriers understand the rules, stay in compliance, and meet reporting requirements. Additionally, new entrant applicants are provided guidance to complete the UCR process at**:**
http://www.fmcsa.dot.gov/faq/what-unified-carrier-registration-ucr-system-and-how-do-i-sign

Tips to Carrier Officials

Telephone Solicitations:

- DO NOT give out personally identifiable information (PII) to an unknown or unverified caller!
- Make callers **slow down** and make sure you understand them clearly; **ask questions!**
- When speaking to a caller unknown to you: BEFORE you conduct business, ASK the caller if he or she is an FMCSA official or a duly authorized representative of the U.S. Government or if they are a service provider or third party administrator and VERIFY.
- Many carrier officials use their personal cellular telephone number as their primary telephone when registering with FMCSA.

  If you are receiving unwanted telemarketing phone calls on your home or personal cell phone when driving consider registering these phones on the "Do Not Call Registry" by registering your telephone on the Federal Trade Commission National Do Not Call Registry at: **https://www.donotcall.gov**
- Your telephone "Caller ID" screens may or may not reflect the caller accurately!
  - "DOT" or FMCSA displayed or any telephone number is easily "spoofed" and is not necessarily generated by a Government Agency.
  - "Spoofed" caller IDs are often used to disarm potential victims.
    - The Truth in Caller ID Act of 2009 was signed into law on December 22, 2010.
    - The Act prohibits caller ID spoofing for the purposes of defrauding or otherwise causing harm and prohibits any person or entity from transmitting misleading or inaccurate caller ID information with the intent to defraud, cause harm, or wrongfully obtain anything of value
    - The act subjects violators to a penalty of up to $10,000 for each violation of the rules.
    - See **http://www.fcc.gov/guides/caller-id-and-spoofing**

Written Solicitations:

- Read written solicitations and notices CAREFULLY!
  - Do not be influenced by a fax ID line reading "DOT" or FMCSA!
  - "Data lines" are easily added to any fax device and are often "spoofed."
- If a carrier or new entrant receives an e-mail, fax, text or letter that leads them to believe they are in contact with a representative of the U.S. Government CONFIRM you are dealing with a U.S. Government Official!
  - Information on FMCSA's offices is available at **www.fmcsa.dot.gov**
  - Contact the FMCSA office in your state to confirm information.
- Look for small print **disclaimers** on solicitations or notices that state that the company is not affiliated with the U.S. Department of Transportation or FMCSA, or that state it is a private entity or company.

FMCSA Official and representatives DO NOT ask for banking or credit card information by telephone!

- If a caller or a written communication indicates a service provider or third party administrator, they **are not an employee or representative of the U.S. Department of Transportation or FMCSA.**

VERIFICATION: If you are unsure whether or not you are speaking to or corresponding with the U.S. Department of Transportation, ask the caller for their name and call back number and then call FMCSA's information line at: **1-800-832-5660** for assistance and verification.

When FMCSA does need payment for a registration or penalty, these are handled through the FMCSA website or by facsimile (fax), to:

- 202-385-2422 for reinstatements
- 202-366-3477 for Motor Carrier Operating Authority
- You may also submit your reinstatement request by e-mail to **FMCSAReinstatements@dot.gov**

If the caller gives you other directions or telephone numbers it is probably fraudulent.

Before doing business with a service provider, consider making inquiries through:

- The Better Business Bureau **www.bbb.org**
- The Federal Trade Commission's Bureau of Consumer Protection: **www.ftc.gov**
- Your state or local consumer protection agencies
- Trucking industry colleagues
- Professional trucking, motor coach, or commercial driver associations
- Querying the internet regarding the person or entity who wishes to provide goods or services; query:
    - The person and / or entity soliciting you to provide goods or services
    - The caller's telephone number(s)

Reduce your risk of being defrauded by visiting!

- **www.fbi.gov/scams-safety/fraud**
- **http://www.consumer.ftc.gov/articles/0060-10-ways-avoid-fraud**
- **https://www.oig.dot.gov/investigations/fraud-alert-identity-theft-scheme**
- **http://www.dot.gov/assistant-secretary-administration/procurement/fradulent-letter-warning**

Further information can be found at the FMCSA website links below:

- FMCSA Home Page:
    - **http://www.fmcsa.dot.gov**
- FMCSA Process Agent List:
    - **http://www.fmcsa.dot.gov/registration/process-agents**
- FMCSA Educational and Technical Assistance Package:
    - **http://www.fmcsa.dot.gov/safety/carrier-safety/motor-carriers-guide-improving-highway-safety**
- FMCSA Frequently Asked Questions:
    - **http://www.fmcsa.dot.gov/faq**
- FMCSA New Entrant Safety Assurance Program:
    - **http://www.fmcsa.dot.gov/safety/new-entrant-safety-assurance-program**

You may also direct questions to FMCSA's information line at 1-800-832-5660.