



August 19, 2020

Dealer Alert

UPDATE- August 19, 2020

Vehicle theft & identity fraud

Warning: Thieves Strike a third time

The VSA has received a third report that a couple matching the description of the individuals noted in this bulletin were successful in obtaining a third vehicle from another dealership, this time from outside of the Langley/ Surrey area.

In this latest incident, a fraudulent Alberta Driver's Licence was used. Please use extreme caution when verifying a consumer's ID – especially out of province identification. As an additional measure, ask for secondary forms of ID to further verify the identity of your customers.

A Surrey dealer wants to warn other dealers about a vehicle theft and possible identity fraud.

On Tuesday, August 4th the dealer received a phone call from one of the suspects asking if they had a white 2020 F-150 Limited Truck and booked an appointment for a test drive. Upon their arrival that evening, the dealer scanned the suspect's driver licence and filled out a test drive form. The suspects took the vehicle for a test drive and did not return.

Descriptions of Suspects:

The suspect that drove the vehicle during the test drive is a female approximately 35 years old, 5'7"-5'10" with brown hair and a large build. She was last seen wearing shorts and a tank top.

The suspect who accompanied the female suspect on the test drive is male, approximately 30-35 years old, and has a small build. He was last seen wearing sunglasses, jeans, and a grey t-shirt.

They arrived at the dealership driving a late model silver Toyota Corolla.

A Surrey RCMP file has been opened: Number 20-119720.

If anyone has any information about the suspects, please contact the Surrey RCMP detachment at 604-599-0502.

Tips for Verifying Identification

Use of false identification is on the rise, so dealers are encouraged to take the necessary precautions to verify identification, including third party identification services to help mitigate some of the risk.

Third party verification services are available from both [Equifax](#) and [TransUnion](#).

Here are some tips to follow when verifying an individual's identification:

Study the cardholder:

- Look for signs of anxiety
- Compare the physical description to the cardholder
- Compare the picture to the person
- Compare the signatures – if the cardholder is signing for something, compare the signatures
- Ask the cardholder questions about their ID
- Ask for a second form of photo ID

Standard features of a BC Driver's Licence:

Examine the ID carefully -

- Polycarbonate, durable design. You will notice a "tinny" sound if dropped on a hard surface
- Raised laser etching of your name on the surface of the card
- Miniature/micro-printing throughout the face of the card
- Fine line background and security spiraling to make photo substitution difficult
- A slightly overlapping raised etched signature to make photo substitution difficult
- Colours that blend across the front of the card
- A 'ghost' image with your year of birth on the right-hand side that can be felt by touch
- Any licences issued in February 2020 and onward will have the silhouette of a BC provincial animal. [Click here](#) for an example

Vehicle Sales Authority of BC
280 - 8029 199th Street
Langley, BC V2Y 0E2
VehicleSalesAuthority.com