



Alert: Fraudulent activity

June 2022

Recently, we have been notified that individuals have falsely presented themselves as pharmaceutical wholesaler and courier service employees and attempted to contact customers about their accounts and/or orders. This industry-wide issue of placing fraudulent orders, and intercepting delivery of a product, has increased in recent weeks and continues to occur all over the country. Protecting our pharmaceutical and medical product supply chain is a top priority for Cardinal Health and a responsibility we take very seriously.

Maintaining a secure supply chain takes all of us. To help you better identify a fraudulent order, please see below for an example scam and **precautions you should take**.

- Some Fraudsters may contact the wholesaler disguised as a customer and request to place orders for product. Once the order has been placed, the fraudsters may then contact you about an “incorrect” order and will provide you instructions to prepare product to be returned via a “Cardinal Health Driver”. A courier then arrives and presents themselves as a Cardinal Health courier and picks up the “incorrect” or “misdelivered” product from you.
- **What you can do:** Call into Customer Service immediately if you receive a product delivery that you did not order or you receive a phone call to schedule an unexpected pick-up, etc. Our Customer Service team can confirm whether a case ID is open for any shipment issues or cases specific to the store location. Customer Service will report any confirmed fraudulent activity to our Cardinal Health Business Continuity and QRA teams and will begin communicating with the servicing distribution center and customer.
- **Remember**, products that **your** pharmacy has been invoiced for should always include a Return Authorization (MRA) form attached to the tote prior to being picked up by a courier driver. **Always ask to see the courier's work ID prior to handing over any product.**
- **Keep your account safe: Never give your Cardinal Health account number, information, or ordering login / password to any individual who contacts you and requests this information.** Employees of Cardinal Health will not contact you seeking this information. If you are unsure or concerned about whether a communication is legitimate, hang-up and call Cardinal Health Customer Service directly at **800.926.3161**.

If you encounter any of these scenarios or anything you find suspicious, please notify the Cardinal Health Security Operations and Intelligence Center (SOIC) at **888.880.7642** or Customer Service at **800.926.3161**. Thank you for your support and your commitment to a safe and secure supply chain.