



## Alert: Fraudulent activity

September 2021

Recently, we have been notified that individuals have falsely presented themselves as pharmaceutical wholesaler and courier service employees. 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. A safe and reliable drug and product supply chain is central to our customers' business and critical to the health and well-being of patients. Your customer information is safe and secure within our systems and our employees will be taking additional precautions to ensure that the individual calling is in fact our customer, and that any large quantity orders are approved and confirmed.

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 and request to place orders for large quantities of product. Once the order has been placed, the individuals may then contact you about an "incorrect" order and will provide you instructions to prepare product to be returned via a "Cardinal Health Driver". The individuals are arriving at customer locations and presenting themselves as Cardinal Health employees and picking up the "incorrect" product from you.
- **What you can do:** Call into Customer Service immediately if you receive a large quantity that you did not order or you receive a phone call to schedule a pick-up. Our Customer Service team can confirm whether a pick-up has been requested. 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 (RA) form attached to the tote prior to being picked up by your courier driver. **Always ask to see your courier's work ID prior to handing over any product.**
- **Keep your account safe: Never give your Cardinal Health account number or ordering login / password to any individual who contacts you and requests this information.** Employees of Cardinal Health would not contact you seeking this information. If you are unsure or concerned, 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.