

# Misleading Marketing to New FMCSA Applicants

RYDER SAFETY MESSAGE

Motor carriers and new entrant applicants registered with the FMCSA will often receive misleading or confusing offers from third party vendors via phone, email, text or in the mail, after submitting an application or updating information with the FMCSA.

Businesses can obtain your company's basic carrier information when it becomes publically available and some companies will contact new carriers within minutes after they have completed an online transaction with the FMCSA. Some of these entities loosely or not so loosely portray themselves in a way that can be interpreted as being from the FMCSA or DOT.

Motor carrier service providers and third-party administrators can 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 an option, but the U.S. Government does not endorse any private business or vendor, and the use of a service provider is NOT a requirement by the FMCSA.

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

**For more information or questions, please email us at [FleetRiskServices@ryder.com](mailto:FleetRiskServices@ryder.com)**

If you have been the victim of fraud and experienced a loss, please report the crime to law enforcement. You should report any possible compromised banking or credit card information to your financial institution or your credit card company immediately.

If you would like to report a fraudulent request for information to the DOT, please contact the Office of Inspector General hotline via <https://www.oig.dot.gov/hotline> or by calling (800) 424-9071.

For aggressive or misleading marketer complaints, you may file a complaint on the FMCSA National Consumer Complaint Database at <https://nccdb.fmcsa.dot.gov/nccdb/home.aspx> and/or the Federal Trade Commission at <https://www.ftc.gov> and click the "File A Consumer Complaint" button.



## **Aggressive or fraudulent marketing complaints include carriers being pressured to immediately enroll in:**

*These entities offer to provide these services for a fee but if performed by the carrier would actually be free or at a lesser rate than being charged.*

- Drug and alcohol supervisor training
- General FMCSA regulatory and compliance support
- Unified Carrier Registration compliance
- Biennial update or Unified Registration System compliance

## **The FMCSA does not:**

- Contact carriers via telemarketers or "robo-call"
- Request credit card numbers by telephone
- Charge a fee for forms found at

<http://www.fmcsa.dot.gov/mission/forms>