

There are sophisticated scamsters out there looking to prey on trusting people. Below, Fastway shares with you information about our services, together with various courier-related scams that have come to our attention over the years.

Be alert. If you haven't ordered anything, be sceptical

Websites are copied. **Trademarks** and **logos** are copied. **Waybill manifests** are copied. The scamsters are highly skilled at what they do. *Don't take anything at face value – check and verify.*

If in doubt, call Fastway Head Office on **(011) 234 – 9393** or email us on **fso.reception@fastway.co.za**.

Please Note:

- Fastway will NEVER ask a person receiving a parcel for payment of any money
(Delivery fees are paid by the parcel sender)
- Fastway will NEVER ask a parcel sender for payment of an amount that is more than the amount published on our website.
- A Fastway Courier should be wearing Fastway uniform, a Fastway ID card and drive a branded van;
- Fastway will NEVER ask you for payment in cash;
- Fastway will NEVER ask for payment for customs fees, duties, SARS taxes, clearing costs. Fastway does not handle international inbound freight.
- Fastway will NEVER ask you for payment for insurance. All Fastway parcels are automatically covered for R1,000 limited liability. This is paid for by the parcel sender. There is no option to pay more and increase this amount above R1,000.
- All Fastway contact information is on our website – www.fastway.co.za. If you are requested to communicate with a number not on the website, it is probably a scam.
- Fastway does not move live animals. If you are requested to pay Fastway for a puppy/cat/elephant, it is probably a scam.
- Fastway does not use waybill manifests. If you receive one, it is fake.
- Fastway uses specific label numbers that you can track and trace on our website. Ask for your label number. If you are given one, track it on our website and then call the Fastway Regional Depot from where the parcel was sent. But remember - **Fastway will NEVER ask a person receiving a parcel for payment of any money.**

Have I been scammed?

The objective is always the same - **ALL scams want money from you.**

The modus operandi is always the same - **To present you with a plausible reason to get you to pay.**

The scam often starts off with payment of a small amount and then the amounts requested increase as you become more 'invested' in receiving the package.

E.g Some of the common reasons used by scamsters *(these are specific to Fastway operating model)*

- **Scam** - "Payment to release the parcel from customs"
- **Scam** - "You need to insure the parcel"
- **Scam** - "Your parcel insurance premium will be refunded to you after delivery"
- **Scam** - "Parcel was confiscated by Police at a Roadblock and impounded. You need to pay a release Fee"
- **Scam** - You are 'befriended' on Facebook by someone (usually living overseas). You communicate for a while and then you are told they are sending you a gift. You are told the gift contains exciting, high-value items – iPhone; Tablet; cash. The package 'arrives'. You are contacted by the fake courier company and they confirm what is in the package, BUT you have to pay customs duties/clearance, SARS etc ..to have the parcel released and delivered to you. **There is no parcel.**