

Fraud Prevention Checklist For Brokers



1

Verify every booking through an outbound call. Treat email as a signal, not proof. Always confirm critical requests with an outbound phone call.

2

Spot-check every contact. Validate email domains and phone numbers through an identity platform like Highway before booking.

3

Secure rate confirmations with two-factor authentication and digital acceptance rather than email attachments to protect sensitive load information that bad actors seek.

4

Monitor for unusual account behavior (overbooked, unexpected changes to insurance or ownership) and force re-verification when anomalies appear.

5

Confirm delivery directly with your shipper customers

6

Report suspicious activity immediately to your compliance team and Highway. Rapid response can aid recovery.