



TRUCK AND VAN RENTALS

BusinessSafe is based on the idea that certain businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain materials, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone, each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information may possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Truck and Van Rentals, though not fully inclusive, may be of **possible** concern to law enforcement:

- Customers who attempt to give vague or unverifiable references or employment information on rental agreements, who insist on paying in cash and/or who seem overly concerned about privacy.
- An attempt to lease or rent a vehicle based upon personal identification documents of questionable authenticity (i.e., post office box listed as a residential address).
- Refusal of insurance without any explanation or reasoning.
- Attempts to expedite collection of deposits made on rental vehicles reported as "stolen."
- Suspicious inquiries concerning whether vehicles can be modified to handle heavier loads, create additional storage areas or increase fuel capacity or vehicle speed.

- Suspicious inquiries concerning the use of limousines by private drivers or a limousine's exact length, height, cargo access area, or interior volume.
- Reports of rental vehicles parked for prolonged periods of time near sensitive facilities such as government, military, utility or other high profile sites.
- Suspicious attempts to gain employment at vehicle dealerships and/or rental agencies.
- Customers displaying burns or chemical exposure symptoms who provide vague or illogical explanations as to the circumstances surrounding the injuries.
- Returned rental vehicles with altered company logos or structural or appearance modifications.
- Inconsistencies in the reasons for renting the vehicle and/or refusal/nervousness when answering questions pertaining to the reason for rental.
- A rental request at an unusual time of day given the reason for the rental, (i.e., renting a truck at night for a moving job.)
- Renting a vehicle on several separate occasions as opposed to a long-term rental.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern, or set of circumstances is unusual.

Please remember that the conduct of an individual will not necessarily be criminal in nature. Suspicious incidents should be reported immediately to your local law enforcement agency, Crime Stoppers, or your regional FDLE office. You may also email a tip regarding a suspicious incident utilizing the link on the [BusinessSafe homepage](#).

For all emergencies, call "911."