

Misleading Marketing

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.

Businesses can obtain your company's basic carrier information when it becomes publicly available and some companies will contact new carriers within minutes after they have completed an online transaction with 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 FMCSA.

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

If you would like to report a fraudulent request for information to the USDOT, please contact the Office of [Inspector General hotline](#) or call (800) 424-9071.

For aggressive or misleading marketer complaints, you may file a complaint with the FMCSA National [Consumer Complaint Database](#) or by contacting the [Federal Trade Commission](#).



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

- Drug and alcohol supervisor training
- General FMCSA regulatory and compliance support
- Unified Carrier Registration compliance
- Biennial update (MCS-150) or Unified Registration System compliance

FMCSA does not:

- Contact carriers via telemarketers or "robo-calls"
- Request credit card information by telephone
- Send letters or emails telling you to take action or face a huge fine
- Charge a fee for forms you can download for free at www.fmcsa.dot.gov/registration/registration-forms

For more information or questions, please email us at: FleetRiskServices@Ryder.com.