









FBI - CISA

Private Sector Advisory



These products are commonly used as bomb-making materials. Industry members should familiarize themselves with these behaviors that may indicate intent for unlawful use and to report suspicious activity.

Potentially Suspicious Customer Activity:

-  Insisting on paying cash or using another person's credit card
-  Acting nervous, being evasive, or hiding from security cameras
-  Inquiring about bulk purchases or purchasing cold packs in bulk quantities by individuals with no apparent need
-  Making statements regarding illegal or misuse of your product or mixing the product with other chemicals or materials
-  Customer exhibits an unusual interest in the ingredients of the cold pack
-  Purchasing same or similar products from a number of the same stores via internal databases



Know your customers. Be aware. Your effort makes a difference.

**Cold Packs
Threat Awareness**



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WHAT CAN YOU DO?

Follow these simple steps:

- ✓ Ask questions, listen to their responses, and observe their behavior
- ✓ Know your customers and report suspicious activity
- ✓ Ask for customer I.D. and maintain a log of unusual purchases
- ✓ Keep track of inventory and report missing or stolen products
- ✓ Notify your local FBI WMD Coordinator of any suspicious activities

REPORT SUSPICIOUS ACTIVITY



1 855 TELL FBI



If something does not seem right, notify law enforcement immediately

Businesses can become unwitting participants in illicit or terrorist activities. Be aware of unusual or suspicious purchases or usage of your products and services.

Local Police: _____

Local FBI Office: _____

Know your customers. Be aware. Your effort makes a difference.

Each indicator is by itself lawful conduct or behavior and may constitute the exercise of rights guaranteed by the US Constitution. In addition there may be a wholly innocent explanation for conduct or behavior that appears suspicious in nature. For this reason no single indicator should be the sole basis for law enforcement action. The totality of behavioral indicators and other relevant circumstances should be evaluated when considering any law enforcement response or action.