



Customer cyber fraud checklist

Use this checklist for unexpected emails, texts, calls, or websites involving a FedEx Freight shipment, invoice, payment, or online account.

Stop. Verify. Report.

FedEx Freight will not request credentials by unsolicited email or text. Avoid links and contact information in suspicious messages.



Verify communications

Check the sender

- Ensure that the sender address ends in **@fedexfreight.com**.
- Verify unusual requests through a trusted contact.

Don't trust caller ID

- Hang up and call **1.866.393.4585** to verify.

Verify shipment alerts independently

- For delays, holds, or action notices, open **fedexfreight.com** separately and enter the PRO number.



Use trusted sources

Navigate safely

- Access **fedexfreight.com** or **fedexfreight.ltlselect.com** only.
- Avoid lookalike domains, and type in or bookmark official domains.

Avoid unexpected files and QR codes

- Do not open unfamiliar invoices, attachments, shortened links, or QR codes.

Be suspicious of requests

- Never run commands or install software sent from an unverified source.



If you suspect fraud

Stop

Do not click, reply, approve MFA, send payment, or provide information.

Preserve evidence

Save the original message, URL, attachment name, voicemail, and screenshots.

Secure the account

If credentials were exposed, change the password through **fedexfreight.com** and review users, permissions, shipments, and invoices.

Notify your organization

Contact your security or fraud team immediately.



Protect your account

Keep your login and multifactor authentication (MFA) secure

- Never share passwords, passcodes, or MFA approvals.

Watch for unauthorized account activity

- Investigate unexpected account, permission, invoice, or shipment activity.
- Use unique passwords and MFA.



Confirm payment requests

Verify invoices and payment changes with your representative before paying

- If money was sent or account information was changed, **contact your financial institution immediately.**
- Also consider reporting the incident to the FBI Internet Crime Complaint Center at ic3.gov.

Verified FedEx Freight contacts

Customer Support

1-866-393-4585
- also **1-866-FXF-4LTL**

Technical Support

1-800-435-7949
- logins, billing portals, and shipping tools