



## Machine Shops

As described in the accompanying letter, *Business Owners Against Terrorism* is based on the idea that certain legitimate businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease, or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following examples of activity relating to your specific business, though not fully inclusive, may be of **possible** concern to law enforcement:

- A request by a previously unknown customer whose identity is not clear to manufacture, repair, or modify an item with specifications (e.g., tolerances, materials, finishes, etc.) that do not seem suitable for its purported use
- Transaction involving an intermediary agent and/or third party/consignee that is unusual in light of a customer's previous business
- Customer's use of evasive responses
- Customer's reluctance to provide information on the locations of the plant/place where the item will be used
- The stated reason for the purchase does not match the customer's usual business or technological level
- Unusual customer request concerning the shipment or labeling of goods
- Unusual customer request for excessive confidentiality regarding the final destination or details of the product to be delivered
- Customer cancels sale, but then the exact same product is stolen or "lost" shortly after the customer's inquiry
- Customer does not request a performance guarantee, warranty or service contract

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.

The conduct of an individual will not necessarily be criminal in nature. Please remember if you suspect something, do not take direct action, confront the individual, or reveal your suspicions. Record as many details as possible about the suspect/vehicle/locations and report them to the Orange County Sheriff's Office Intelligence Unit at 407-504-6764 or email Intel@ocfl.net.