

# FraudSMART.



**Informed. Alert. Secure.**

**Fraud Alert:** Please be advised of an increase in email scams and hacking focused on those involved in the buying and selling of property

**Never:** Email or ask customers for bank details or transfers over email. Either you or your customer's communications channel may have been compromised.

**Action:**

- Advise customers that it is not company policy to send bank account details via email. Often your clients may not be aware of this.
- Make sure all security settings and software protection in your company, and on your computer, is up to date

**Be Fraud Aware:**

House buyers in the market are receiving emails from fraudsters pertaining to be their chosen estate agents and solicitors, looking for balance of funds or a deposit transfer on their properties. Often the buyer is expecting this communication and therefore will not, and hasn't sought to question it. By the time the house buyer discovers they were not emailing their 'real' estate agent / solicitor it has been too late and their funds are gone to an unknown location or bank account.

Remember even though it is company policy not to send bank account details via email clients are not aware of this.

**Be Alert! Be FraudSMART!**

**FraudSMART's top tips:**

1. Advise clients to verify payments details with you verbally face to face or via a call to the office.
2. Advise clients that banking details including their own should never be issued over email
3. Make sure all security settings and software protection in your company, and on your computer, is up to date

For further information visit [www.FraudSMART.ie](http://www.FraudSMART.ie)