

HOW TO IDENTIFY EMAIL PAYMENT FRAUD.



The request claims to be urgent and/or confidential.



The request is made on behalf of the CEO or CFO.



You are requested to ignore standard payment authorisation processes.



The request includes grammatical and spelling errors.



The type of request, language or format are unusual.



The 'reply to' email address is different to the sender's address.

Be vigilant.

1. Never deviate from standard procedures for payments.
2. If a request for payment doesn't look right, don't be afraid to escalate.
3. Validate suspicious requests on an alternative communication channel, using contact details listed in your internal records.
4. Notify your bank immediately if you have made a payment by mistake.

