

Fraud Alert: Cyber Crime

Email and IT related fraud is increasing

We would like to draw our customers' attention to the increasing risk of cyber and email scams, which pose significant security threats. One of the most recent and widespread scams involves falsified requests to change bank account details of our company or yours, redirecting payments to criminals and not to the intended recipient.

These scams are crimes. Our staff are trained to be on the look-out for these scam attempts, and we encourage all our customers to likewise learn to detect fraudulent emails and websites, and be as vigilant as possible to avoid falling for such scams.

Always be suspicious of notices of bank account changes.

We never change our bank details at short notice, and we will never ask you to contact a new email address or telephone number to verify the change. In the event that we do need to change a beneficiary name or our other bank account details, we follow a 3-step process:

- 1) We will notify you of the bank account change by an existing, legitimate email address;
- 2) We will notify you of the bank account change by telephone; and
- 3) We will ask you to telephone or visit your contact within AMP for verification of the legitimacy of the account change notice. You are invited to make such contact NOT via any telephone number contained in the notification email, but via a telephone number for that contact that you already possess, or via publicly available telephone numbers for AMP.

Please do not make payment until you are completely satisfied that any bank account change is genuine.

Thank you for your attention.

