

What to do if you fall victim

If you fall victim to payment fraud

Act immediately to minimise the damage from fraud and to ensure the best chance of recovering funds.

- ◆ **Stop all communication** with the fraudster.
- ◆ **Alert any relevant parties** (employees, customers, and financial institutions). It is extremely important to contact the bank with a view to initiating a payment recall as soon as possible. Funds move very quickly and it can be very difficult to get funds returned once they have gone.
- ◆ **Report the fraud** to the appropriate authorities.
- ◆ **Review your financial records to identify any unauthorised transactions or suspicious activity.**
- ◆ **Keep all documentation** related to the fraud, including emails, invoices and any other correspondence.
- ◆ **Review and update your security policies and procedures.**

