

BE ALERT. BE AWARE.

CYBER CRIME & WIRE FRAUD PREVENTION BEST PRACTICE TIPS

Information security and wire transfer fraud are two very important topics to understand. Criminals are targeting homebuyers and costing companies, businesses, and customers large sums of money. Wire fraud is on the rise, so it's extremely important to be alert and aware of how you can protect your information and money. Criminals are posing as title companies, agents, and lenders and are telling people that down payments and closing costs need to be wired elsewhere.

PREVENTION TIPS



CYBER CRIME

- Change passwords often
- Use strong passwords
- Do not use common words that are easy to guess for passwords
- Do not use the same password for multiple sites
- Do not open emails from unrecognized accounts
- Do not click on links you do not recognize
- Do not open attachments in emails you do not recognize
- Never give out personal information via email or online
- Do not connect online with people you do not know

WIRE FRAUD

- If you receive an email or text with wiring instructions, do not reply. If you receive a phone call with wiring instructions, tell the caller you're going to hang up to verify the information.
- To make sure you have received a legitimate request, call a validated phone number you have used before to contact the buyer, seller, agent, lender, or escrow officer. Do NOT use a number listed in the email sent to you or call the number that texted you. There could be a fraudster on the other end of the call, ready to trick you into diverting funds to their account.
- After calling a trusted number, talk to the person who sent the email or text or who made the call. Verify that there has been a change to wiring instructions.
- Have your bank confirm the name on the account and look for any red flags in the wiring instructions before wiring funds.

AT HERITAGE TITLE

- Due to increased risk of theft by wire fraud, Heritage Title Company must send Wire Instructions by encrypted e-mail only.
- We will never call, email or text you with an unsolicited request to wire money.
- Our Wire Instructions DO NOT CHANGE so consider any communication to change them as fraudulent.
- Call your closing team to confirm the Wire Instructions before wiring your funds.
- Wire your funds as soon as possible to avoid funding delays.

If you become a victim

- Contact your bank or money transfer company immediately and request a recall notice.
- Contact your local FBI office and police.
- File a complaint with the Internet Crime Complaint Center: www.bec.ic3.gov
- Report the scam to the Federal Trade Commission: FTC.gov/complaint



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