



Internet Email Hacking

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Like Never Before



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INTERNET EMAIL HACKING

A hacker will hack into a members email system, either remitting agent or receiving agent. They will then watch the email traffic, and look for a situation wherein a payment is about to be made by one member to the other. The hacker then “poses” as an employee of the receiving agent, uses the email to notify the payment sender of “new bank details,” usually under the guise of “we are being audited”, or “our bank service is now down” and provides new banking details to send the payment. Unwary members then send the payment to the “new” bank, and the hacker withdraws it within 24 hours and disappears.



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HERE IS THE IMPORTANT THINGS (AS A MEMBER) YOU NEED TO KNOW:

1. ***THE FINANCIAL PROTECTION PLAN DOES NOT COVER THIS TYPE OF LOSS. (EXCLUSIONS: LOSSES CAUSED BY THE INTERVENING ACTS OF THIRD PARTIES, SUCH AS FRAUD, FALSE DOCUMENTATION, OR OTHER CRIMINAL OR TORTIOUS ACTS.)***
2. ***THE AGENT SENDING THE PAYMENT IS RESPONSIBLE TO ENSURE THAT HE IS SENDING IT TO THE CORRECT BANKING ACCOUNT AND BANKING FACILITY.***



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HOW YOU CAN PREVENT BEING THE VICTIM OF THIS TYPE OF INTERNET HACKING – **DO THESE THINGS!!!**

- 1. If you receive ANY instruction to change banking details for your partner that is due a payment from you - STOP!! BEFORE you send, VERIFY by telephone, fax, or a means OTHER than EMAIL!**
- 2. Do not use the information at the bottom of the email for the telephone number or the fax # - look up your partner's website and use the information from their website. Remember, their (or your) EMAIL HAS BEEN COMPROMISED and the information in the suspect email has likely been changed!!**



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HOW YOU CAN PREVENT BEING THE VICTIM OF THIS TYPE OF INTERNET HACKING – **DO THESE THINGS!!!**

- 3. In the event of a possible HACKING both agents need to get their IT to change the email system passwords as the Hacker will come in from either one's email.**
- 4. Please change your username and password on a regular basis. The hacker needs to learn about your company and how payments are made. This takes time and by regularly changing your password will shut them out before they can do any financial or disruptive damage to your company.**



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As a protection against the loss if you are regularly involved in the transmission of funds internationally, we recommend you consider obtaining Cyber Liability Insurance Cover (CLIC). You can contact our insurance provider WIS to discuss this cover.



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Thank you, please contact as below if you would like any further information.

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