



# STOP PHISHING BEFORE IT HAPPENS!

Help your customers and staff keep money safe during homebuying.

Phishing scams are costing companies business – and costing customers their life savings. Posing as real estate or title insurance agents, scammers email homebuyers, claiming that down payments and closing costs need to be wired elsewhere. Don't let your employees or homebuyers fall for this dangerous trick.

## EDUCATE, EDUCATE, EDUCATE

- Talk with your customers early and often about the closing process and money transfer protocols including alternatives to wiring funds.
- Remind customers to **NEVER** respond to emails about wiring funds, and **ALWAYS** call you at a known number before agreeing to anything via email. Stress the importance of not using phone numbers or links from an email.
- Instruct customers to avoid emailing any financial information.
- Have them ask their bank to confirm the name on the account and look for any red flags in the wiring instructions before sending funds.

## Has your company already been victimized by a scammer?



Contact the bank or money transfer company immediately and request a recall notice.



Contact your local FBI office and police.



Report the crime to the FBI's Internet Crime Complaint Center: [www.ic3.gov](http://www.ic3.gov)



Report the scam to the Federal Trade Commission: [FTC.gov/complaint](http://FTC.gov/complaint)



Source: <https://www.consumerfinance.gov/about-us/blog/buying-home-watch-out-mortgage-closing-scams/>