

Protecting yourself against Cybercrime



Could you afford to lose your deposit or purchase funds?

Conveyancing fraud is on the rise. Online criminals are increasingly targeting property transactions. Here, we'll give you information and top tips for keeping yourself protected online against these fraudsters.

Bank details & sending funds:



Our bank details have not changed in many years and are not scheduled to change. Please be aware we will never send notification of changes to our bank details by email.

If you receive an email that appears to come from us providing different bank details than those set out in your initial letter, please alert the person dealing with your matter immediately.

You must call your case handler to confirm our client account sort code and account number **before** sending any funds.

For additional security and peace of mind, once you're comfortable and have confirmed our client account details, we suggest sending a small sum to the account details provided, checking that the case handler has received this before sending the rest of the money.



Please be vigilant and exercise caution sending money to us. We will not accept responsibility if you transfer money to an incorrect account.

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Other tips & guidance:

- We recommend ensuring your software and operating systems are up to date on all your devices, as the latest versions will often contain updated security features and provide the most up-to-date protection.
- Using virus and malware protection on your computer/laptop, tablet and mobile phone can provide further security against cybercrime.
- Refrain from sharing any information relating to your house sale/purchase on social media. This information may be easily accessible to fraudsters, and you may be an easy target.
- Avoid using public WIFI to check emails and take any important actions when buying a house. Unsecured WIFI is easy for fraudsters to hack.
- Ensure you use strong, individual passwords for all your accounts and never give these details to anyone else.
- Turn on two-factor authentication for your accounts. Information can be found here:
<https://www.ncsc.gov.uk/guidance/setting-two-factor-authentication-2fa>



If you suspect you have been the victim of Conveyancing fraud, you should:

- Contact your bank to advise them of the circumstances, so they can take action accordingly.
- Contact Action Fraud. You can report suspected fraud through their website:
<https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or by calling 0300 123 2040.
- Alert your case handler. It may be that they are being targeted by fraudsters.

References/further information:

- Action Fraud
<https://www.actionfraud.police.uk/>
- Take Five to stop Fraud
<https://www.takefive-stopfraud.org.uk/>
- CLC <https://www.clc-uk.org/avoid-scams-when-buying-home/>



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