



## PAYMENT DIVERSION FRAUD



Criminals are actively targeting property purchases, with the aim of tricking you into transferring your client's property price to them.

The criminals can pretend to be another lawyer or a bank in order to con you into sending your client's payment to the wrong account.

### CHECK



by calling before you transfer money, as emails can be intercepted or diverted.

### TEST



the account is genuine by sending a small sum to the account details provided and ensure it has been received correctly.

**NEVER transfer money until you are satisfied the details are correct.**



No one should lose an entire deposit or the full property purchase funds from your firm because of **Payment Diversion Fraud (PDF)**.



## PROTECT YOURSELF

Get bank details directly from the law firm in person or on the phone at the start of the conveyancing process.

If you receive an email or call stating a change in bank details, question it's authenticity.

### LAW FIRMS RARELY CHANGE THEIR BANK DETAILS

Always check the bank details directly with YOUR solicitor.

If you have doubts check with a senior person at the firm by calling them on their published number, not the one given in the email demanding payment. If you cannot speak to your lawyer, contact someone senior or a staff member you have spoken to before. You can ask them to confirm the details by post.

**Do not feel pressured** into changing any details before you have spoken to someone senior from the firm.

## PROTECT YOUR CLIENTS

Inform your clients to check bank details are correct directly with you before sending any funds.

Ensure clients set strong and separate passwords for your accounts, and ensure antivirus software on your devices; these frauds often rely on compromised accounts.

Ask your vendor/purchaser not to use public or unprotected Wi-Fi systems to check emails during the conveyancing process.

### VULNERABLE WI-FI CAN BE EASILY HACKED

Advise clients to avoid posting on social media about buying or selling a property or securing a mortgage. Fraudsters may target them because of this.



## IF YOU SUSPECT YOU HAVE BEEN A VICTIM OF PDF IMMEDIATELY CONTACT:

1

### Your Bank

Ask them to contact the receiving bank to freeze the funds.

2

### Action Fraud

Submit a report [online](#) or by calling 0300 123 2040.

3

### Your Solicitor

They may be being targeted and other clients may be **at risk**.