



## INVOICE FRAUD



Invoice Fraud is one of the most common and costly forms of financial crime affecting individuals, families and businesses.

Invoice Fraud happens when criminals deceive you into paying a fake invoice or diverting a genuine payment into their own bank account. Fraudsters can impersonate suppliers, intercept emails or send convincing invoices to generate immediate payments into their own accounts

Knowledge of Invoice Fraud is the best protection.

### CHECK

for any changes to invoice details, bank details or if you are being pressed for an urgent payment.



### VERIFY

by calling the genuine supplier on a previously used phone number before you transfer money, as emails can be intercepted or diverted.



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



Invoice Fraud is a sign of the sophisticated tactics of criminals, not a sign of your negligence. Knowledge, verification, and robust processes are the most proven effective safeguards.



## PROTECT YOUR BUSINESS

Fraudsters will use urgency and communicate with authority and knowledge of your business. They will attempt to impersonate your supplier in order to gain your money.

Be vigilant of the warning signs:

- o Communication claiming to be 'urgent' or claiming 'late payments'
- o Messages stating a regular supplier's bank details have changed
- o Invoice details that do not match previous genuine invoices, such as amounts, reference numbers or contact names
- o Look out for minor changes to your suppliers email address
- o Unexpected invoices or payment demands for goods or services you do not recognise
- o Unusual language, grammar and spelling to those of your regular supplier

**DO NOT FEEL PRESSURED INTO MAKING A PAYMENT IF YOU ARE UNSURE OR HAVE CONCERNS**

## PROTECT YOUR ACCOUNTS

- o Always confirm bank detail changes using a published phone number or long standing contact that you have used before
- o Consult another colleague to authorise high value payments
- o Cross check any new invoices with a previous genuine example
- o Educate yourself and your teams on fraud risks to ensure they are aware of the warning signs

**VULNERABLE IT SYSTEMS CAN BE HACKED**  
Ensure computer IT systems are secure, passwords changed regularly and anti-virus software is up to date

**IF YOU SUSPECT YOU HAVE BEEN A VICTIM OF INVOICE FRAUD OR AN ATTEMPT, IMMEDIATELY CONTACT :**



- 1 Your Bank**  
Ask them to freeze the funds and account whilst investigation takes place.
- 2 Report Fraud**  
Submit a report [online](#) or by calling 0300 123 2040.
- 3** Retain all emails, invoices and communication trails to support the investigation.