



## **FRAUD WARNING – IMPORTANT**

You should be aware of the risk of emails being hacked and bank account details being changed by fraudsters. Howells are working hard to protect its clients but you should note the following important dos and don'ts.

### **Dos**

- Only send money to our client account at National Westminster Bank Cardiff. The account number of which ends in 1632. The full account details will appear in the Conveyancing Terms of Business which you will have received at the beginning of the transaction.
- Do maintain adequate email security and firewall protection to minimise the risk of others hacking your accounts.
- Do call us to check that the bank account you are sending money to for us is correct before sending those funds.
- Do note that the bank account details that we have given to you will not change and you should therefore not act on any instruction that purports to inform you of a different set of bank account details.
- Do tell us if you receive any communication that purports to come from us but that may in fact not be genuine.
- Do understand that we will only be able to send any money that may be due to you at the end of the transaction to the account that you have listed in the Client Instruction Form AND have provided us with a copy of a bank statement relating to that account. Should you wish us to send money to another account we will need to be in receipt of an original signed authority with the new bank details and a copy of the statement for the account.

### **Do Not**

- Do not ask us to email our bank details to you as we are not in a position to do this. If you have any concerns do not forward monies to us until you have telephoned us to check that the bank details are correct.
- Do not arrange for payments to be sent to us from accounts other than accounts in your name or from overseas accounts.
- Do not provide details that fraudsters could find of assistance about the transaction on facebook, twitter or any other online or social media platform.