

**Begin**



**Protect your  
business  
from fraud**



**Bank of  
Ireland  
UK**

# Don't fall for it. Make the call

At Bank of Ireland, we're always looking out for the Financial Wellbeing of our business customers. Reading the sentence below will take **less than a minute** and it could be the best thing you ever do to protect your business from fraud:

*If a staff member or supplier asks you to make a payment or change their bank account details, always, always, always **call them** directly to verify that the request is genuine.*






- ▶ New bank account details from one of your suppliers? It could be a scam - **call them** to verify before you make any changes.
- ▶ Email from your boss or someone senior asking you to make a payment? It could be a scam - **call them** to verify before you send any money.
- ▶ One of your staff looking to change their bank account on a payroll system? It could be a scam - **call them** to verify their details are correct before making any changes.

## Protect yourself and your business

- ▶ Establish a documented internal process for making payments or changing bank account details that includes verifying the contact. Make sure all staff follow this process without exception.
- ▶ When verifying the contact, never call back using a new phone number from the email - you could just be calling the fraudster!
- ▶ If you think you may have made a fraudulent payment, call our 24/7 freephone fraud line immediately on **1800 946 764 (ROI)** or **0800 121 7790 (UK)**.

# Remember: Don't fall for it. Make the call

 FRAUD  FRAUD  FRAUD  FRAUD  FRAUD 

 New email ▾ |  Reply  Reply All  Forward |  Delete

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**From: CEO / Senior Executive**  
**To: Accounts**

Are you in the office?

I need help with an urgent payment. I'm just going into a meeting so let me know if you can get this done and I'll send on the details.

Regards  
**Name of CEO/Senior Executive**

 FRAUD  FRAUD  FRAUD  FRAUD  FRAUD 

 New email ▾ |  Reply  Reply All  Forward |  Delete

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**From: Your supplier**  
**To: Payments office**  
**Subject: Invoice**

Due to a change in our account system, we have changed our bank account details as follows:

Account name:  
Bank:  
IBAN:

Please direct payments for the invoice attached and all future payments to the updated account.

Regards  
**Name of supplier**

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We can provide this document in Braille,  
in large print and on audio tape or CD.

Please ask any member  
of staff for details.

[bankofirelanduk.com/security-and-fraud](https://bankofirelanduk.com/security-and-fraud)



Report suspicious emails relating to payments to [365security@boi.com](mailto:365security@boi.com)

For your security and to improve our service to you, we may record and monitor phone calls.  
Branch details are given on our website.

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