



Mandate fraud

- If you receive a request to move money into a new bank account, contact the supplier directly using established contact details to verify and corroborate the payment request.
- Establish robust internal processes for handling changes to payment details. For example, only designated employees should be able to make changes to payment arrangements.
- Invoices, payment mandates and other documents containing sensitive financial information, should be stored securely and only be accessible to those staff that need them to perform their duties. Sensitive documents should be shredded before they are disposed of.
- If you have made a payment, inform the bank as soon as possible so they can help prevent any further losses.