

Mandate Fraud

What is mandate fraud?

Criminals trick a company or individual into changing a payment method, such as a direct debit, into an account under the criminal's control.

How to protect yourself from mandate fraud:

- **Verify:** 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. If you are sending large sums, consider sending a small amount of money first as a test payment and confirm this has been received by the intended recipient before sending the full amount.
- **Internal processes:** Establish robust internal processes for handling changes to payment details. For example, only designated employees should be able to make changes to payment arrangements
- **Sensitive information:** 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.

What to do if you've been a victim of mandate fraud:

- **If you have made a payment:** Inform your bank as soon as possible, they can help you prevent any further losses. Monitor your bank statements regularly for any unusual activity.
- **Review:** Perform a review of your payment processes to ensure all payment requests to a new account are verified and corroborated and existing payments are being made to the correct payee.

For more information on how to protect yourself from fraud and cyber crime, or to update your crime report, visit actionfraud.police.uk