

Cyber Alert

Funds transfer critical information

People across Australia **have lost money** when hackers have impersonated a law practice or another party involved in a legal matter by altering electronic communications including email, fax, social media, text, instant messaging, applications, file sharing and documents including PDF or Word documents. The following steps are critical to reduce this risk and if you are involved in a transfer of funds these are our expectations of you in helping to reduce the risk of such loss. Any retainer with us is on the basis of the following acknowledgements by you.

To Greenhalgh Pickard,

In this matter, where payment details are contained in an electronic communication or document, I acknowledge I:

X MUST NOT

Transfer any funds (send, deposit, pay or transfer) of more than \$10,000 Australian dollars or its equivalent in any other currency (or give any funds transfer information I receive to someone else) **without first** telephoning the apparent original sender to verbally confirm the account number, details and amounts by **reading out and reading back the account and BSB numbers** (or other specific payment details where applicable, e.g. if not a bank account) **and confirming any instructions**; and

✓ MUST

Give the same warnings to anyone else known to be connected to the matter and anticipated to be involved in transferring or receiving any funds or funds transfer information (including but not limited to, agents, brokers, family members, accountants).

I must also:

- when calling to check payment details above, **only use a phone number for the apparent original sender which I have verified from a source that is different to the communication containing those details**, for example a separate paper communication or checking the person's website or white or yellow pages telephone listing;
- contact the sender to check legitimacy **before** I open attachments, or click on hyperlinks or download buttons in unexpected emails; and
- contact you immediately if in any doubt about emails or any other electronic communications that appear to have come from you.

PLEASE NOTE: I also acknowledge Greenhalgh Pickard will not transfer money until you are able to verify any funds transfer information by a voice call to confirm those details (**by reading out and reading back the account and BSB numbers** or other specific payment details where applicable, e.g. if not a bank account). **I understand I must make sure I can be contacted if I need any funds transferred by a specific time, otherwise my objectives may not be met. I also understand Greenhalgh Pickard will only use the phone number listed in the Client Service Agreement to verify account details.**

