

# Fraud prevention guidance for clients of Belvederes Solicitors

## Our commitment to you

### **We will ensure that we know you, our client**

We undertake careful checks before taking on any piece of work, to ensure that you are who you say you are. For example, if you are selling a property, we will check that you do own the property to ensure that we do not transfer sale proceeds to a fraudster.

### **When we send you money, we will check to ensure that we transfer funds to your account**

We will always ask for your bank account details, either in a face to face meeting, or by hard copy letter or confirmed by telephone to the fee earner or Partner in charge of your case, known to you, to be confirmed by post or email. We can only make a payment to you as our named client, so please do not ask us to split monies across various accounts, pay other parties or beneficiaries etc. as we do not allow it and you will be able to do this quickly once monies are in your account.

### **We will provide our bank details at the start of the work, and will not email you with changes**

We will provide our bank account details by letter or over the telephone. We will never advise you of changes to our bank details by telephone or by email.

### **We will use secure methods of payment**

This invariably means CHAPS or as appropriate BACS rather than immediate faster payments which are fairly impossible to freeze if a fraud is later discovered.

### **We will take all reasonable steps to keep your data safe**

We have strict policies and procedures in place to keep your data safe.

### **We will advise you of any known security breaches**

One of our Partners or Fee Earners specifically allocated to your work, will contact you by telephone or letter (not email) to advise you of any known security breaches that may have compromised your email/information security.

### **We will keep our electronic systems secure and up to date**

We have professional-grade anti-virus and anti-malware software and firewalls in place to help protect from 'phishing' and other cyber threats. We also have a policy of promptly installing relevant software updates and security patches on all work devices, including portable devices such as tablets and smart phones.

### **We will only email you regarding your case or transaction using a company email address i.e.**

*(fee earner's initials) @belvederes.co.uk*

## Your security obligations

### **You will provide us with best contact details**

On or before the start of our work, we will ask for your contact details, and a preferred way of addressing you in communications. You should use the same email address, telephone number/s, mailing address wherever possible, and anticipate further checks from us should you use other contact details in future.

### **You will communicate urgent instructions in person or by telephone**

You should not rely on us receiving or reading your emails, particularly if you are providing time-critical instructions.

### **You will never send us account details by email alone**

We will not accept bank details via email alone unless subsequently verified by post or over the telephone or you should send such details to us by post or come into our office personally. Please bear with us should we need to double-check anything that we think looks suspicious - this is for your benefit.

### **You will take all reasonable measures to keep your data and systems secure**

You will keep your computer and relevant mobile devices updated with the latest operating system updates, security patches, and anti-virus software.

### ***You will inform us at the earliest opportunity if your email or devices become infected with a virus or other malware, or you think you've been hacked, or your security otherwise compromised***