

Emails – are they genuine?



THE THOUGHTFUL INVESTOR

Fraudulent and phishing emails can cause significant damage. It is difficult to distinguish between genuine and phony emails so, in order to help you to detect these we have highlighted some things to look out for:

Requests for personal information: Castlefield or any other reputable company will never request personal or account information via email.

Familiar email addresses and company logos: It is not difficult for a fraudster to impersonate an email address or company logo in an attempt to appear genuine, do not let this fool you.

Generic greetings: Often (but not always) suspicious emails will begin with 'Dear Customer' or 'Dear User'. We will always personalise our correspondence to you.

Fake links: An easy way to gain access to your information is to provide a link to a phony webpage which could look very similar to our own. You could then be asked to provide personal information which provides the fraudster with full access to your account.

Sense of urgency: Phony emails usually induce some sort of excitement or concern, in the hope of you acting on impulse. If you receive an email informing that your account is in jeopardy, a simple and safe way to check is to call us direct.

Attachments: Unless you know what it is and who it has come from, never click on an attachment. You could be potentially downloading spyware or a virus.

If you have any suspicions over an email or any other correspondence, please call us immediately on 0161 233 4890.

