



Keep yourself safe from

Invoice Redirection Scams

Criminals can intercept genuine invoice requests and send new bank details for their own bank account. This will mean that instead of paying the person or company you owe, you'll send money to fraudsters.

Scammers intercept invoice requests by hijacking a real email account, creating a similar email address, or by faking a phone number. Fraudsters may target companies that are dealing with high value transactions such as solicitors or builders. Be particularly careful if you're paying a company for the first time, or if you're being contacted about a change of details. Emails sent by the scammers can even appear in a genuine chain, making them harder to spot.



support@build.net

12:18 pm

to me ▾

Hey, new invoice details:

Account number: 12345678

Sort code: 01-02-03

Top tips for avoiding invoice redirection scams:

- If you've received new payment details by email, make a quick call to the company to check if the details are correct.
- If a phone number is included in the email you've received with new details, don't call this number as you could end up speaking to the fraudsters. Always go to the company's website to find a genuine number.
- A fake email address can look very similar to the one it's impersonating: at first glance, our real address, help@starlingbank.com, appears to be almost identical to the fake help@starllngbank.com. So keep your eyes peeled!
- Confirmation of Payee is a scheme most UK banks have joined. It allows you to check if the name on a bank account is correct. If the name doesn't match the company you're expecting to pay then double check the details with the company or person you want to pay.

Find out more about invoice redirection schemes by visiting the [Take Five](#) or [Action Fraud](#) websites.

If you're ever unsure about a payment you've been asked to make, or already made, get in touch with us on your app or by calling 159. We're here to help you. You might also want to speak to Victim Support, an independent charity that can provide support to victims of crime and traumatic events. Their [helpline](#) is open 24/7.