

## Fraud warning disclaimer

Like all organisations in the public domain, Filtermist could be the subject of fraudulent attempts. We would like to remind all of our customers, suppliers and associates to be aware that you may be approached by individuals purporting to be from Filtermist when, in reality, they are not associated with any of our businesses or brands.

These individuals may attempt to steal information from you in order to commit fraud. Please note that Filtermist will never advise of changes to our bank accounts via email – our account details are included on every invoice, but if you are unsure if you have the correct details, please telephone us on +44(0)1952 290500 and select option 2 to speak to our finance team.

Fraudsters can be very sophisticated so please carefully check the following if you are unsure if an email is legitimate or not:

- The send address. When you hover over the send address with your cursor, does the send address match the address in the 'from' line? If it does not, do not click on any links, but please forward to [customercare@filtermist.com](mailto:customercare@filtermist.com) so we are aware of the fraudulent attempt. Even if the address is the same, this does not guarantee the email is legitimate. For example, it may be from an email account that is not an official Filtermist email address.
- The grammar. If the content of the email has grammatical and spelling errors, or inconsistent use of capital letters and lower-case letters it may be fraudulent.
- The telephone number. Filtermist does not include the phrase TOLL FREE in its email signature.
- The email signature. All Filtermist employees use the same style of email signatures, regardless of which company or brand they work for. Please cross reference the suspect email against another email from Filtermist to check the contents of the signature are the same.
- The sender. If you are not familiar with the sender, please call our team on +44(0)1952 290500 to check the individual does work for Filtermist. If you are still not sure, please ask to speak to the sender to confirm the email is legitimate.

Remember – if in doubt, DON'T.

Filtermist Systems Limited and Filtermist International Limited cannot be held liable under any circumstances for any losses, expenses or other inconvenience which results from fraudulent activity.

Please report all suspected fraudulent emails to our team by calling +44(0)1952 290500 and forwarding the original email as an attachment to [fraudreport@absolentgroup.com](mailto:fraudreport@absolentgroup.com).