

Cyber Security - Client Information

How to protect yourself

Our firm has proactive steps in place to protect you and your information from cyber-attack. We also need you to take some precautionary steps to ensure the security of your information.

What we will do

- If we ask you for a payment by email we will state the amount and reason for the transfer, we will not include our bank details within the body of the email.
- If we have dealt with you before, we will ask you to “please transfer to our account, details of which you have.”
- If you have not made a transfer before and we email you with a PDF attachment, i.e. a letter, invoice or statement containing our bank details, we will ask you to “please call our office to confirm the attached banking details in order to protect against cyber-attack”.
- Always authenticate and verify email instructions from you that direct where money should be sent by speaking to you in person or by phone.

What we recommend you do

- Never respond to an email that could be from us requesting you to deposit money into a bank account that is different from the account we gave you. You should immediately contact our office either in person or by telephone and speak to the person handling your file if you receive an email of this nature. You should not respond to the email.
- If you are at all concerned or suspicious about the validity of any correspondence or request you receive from us by email do not action the request. You should immediately contact our office either in person or by telephone and speak to the person handling your file.
- Follow some basic cyber-crime prevention steps including:
 - ◇ keep all software on your computers up to date with all updates and security patches installed
 - ◇ change your passwords at least every 12 months and using passwords that are at least eight characters long, and contain capital letters and numbers
 - ◇ use different passwords for each of your devices
 - ◇ keep an eye out for phony or fraudulent emails
 - ◇ don't respond to emails that ask for personal information as legitimate companies will not use email to ask for your personal information
 - ◇ don't click on links embedded in emails from people you don't know.

HICKS
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CHESSELL
WILLIAMS

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