

Be Alert:

Scams and Fraudulent Activity

Fraudsters are constantly developing new tactics to target individuals and organisations, especially financial institutions like Alexforbes, banks, insurers and pension funds. Staying informed and vigilant is the best way to safeguard your money and personal information.

Alexforbes is committed to helping you recognise and avoid scams, but these risks can affect anyone, anywhere. The guidance below will help you stay safe whether you are dealing with Alexforbes or any other company:

1. Fake social media accounts



Scammers may create fake groups or impersonate companies and their leaders on platforms like Telegram, WhatsApp or Facebook:

How to stay safe:

- Only trust official communications from your financial service providers. Be especially cautious to avoid engaging with unofficial groups.
- Never share personal or financial information on unofficial platforms (e.g., Telegram).
- Report suspicious activity via our toll-free whistleblowing line: 0800 006 656.

2. Bank card scams



Fraudsters impersonating your service provider may claim they need your bank card details (including your CVV number) to process payments or benefits.

Remember:

- Legitimate companies will never ask for your full card number or CVV.
- Do not respond to anyone requesting these details.
- If you have shared your card information by mistake, contact your bank immediately to block your card and check for unauthorised transactions.

3. Email fraud



Scammers may try to access your email account and impersonate you, redirecting payments to their own accounts.

Protect yourself:

- Always double-check payment instructions, especially if banking details have changed. Where possible, verify using an independent channel (e.g. do not call the company on a number provided in correspondence – find their official number online).
- Use multi-factor authentication on your email accounts for added security.
- If you think your email has been compromised, notify your employer or service provider immediately.

4. Unauthorised entities claiming to recover unclaimed benefits



Some organisations may falsely claim to act on behalf of financial institutions, offering to recover unclaimed pension benefits or surplus funds and often asking for a fee upfront.

Please note:

- Reputable companies will never ask you to pay a fee before processing a claim.
- Do not trust third parties who claim to act on behalf of your financial institution without verification.
- If you are approached, contact your provider directly or use their fraud reporting channels.

5. Phishing via SMS (“Smishing”)



Fraudsters may send text messages pretending to be from your bank or financial institution, urging you to click on links or provide sensitive information.

Stay protected:

- Be wary of unsolicited SMS messages, especially those requesting personal or financial details.
- Do not click on links or respond to suspicious messages.
- Contact your financial institution directly if you receive a message you’re unsure about.

6. Investment scams



Scammers may offer fake investment opportunities, promising high returns with little risk, and may use the names of reputable companies to appear legitimate.

How to avoid falling victim:

- Be sceptical of offers that sound too good to be true.
- Always verify the legitimacy of investment opportunities and the credentials of those offering them.
- Consult with your financial advisor or institution before making any investment decisions

How we protect you



Alexforbes uses strict controls and advanced security measures to keep your information safe, including:

- Segregation of duties across all processes.
- Restricted access to sensitive systems and data.
- Independent processing reviews and reconciliations.
- Cybersecurity controls like multi-factor authentication and encryption.
- A dedicated Security Operations Centre (SOC) monitoring threats in real time.

For more information and updates, visit our **fraud awareness** page:

<https://invest.alexforbes.com/za/en/global/fraud>

Stay alert! If you are unsure, contact your financial service provider directly. Your vigilance is your best defence – **no matter who you bank or invest with.**