BUSINESS EMAIL COMPROMISE

The first hour.

A one-page checklist for when a payment or a mailbox looks wrong. Work through it in order.

01 If money has been sent

- [ ] Call your bank's fraud line now, on a number you already hold, and ask for a recall.
- [ ] Note the amount, date, receiving account details and payment reference.
- [ ] Tell the bank if any more payments to that account are scheduled.

02 Protect the evidence

- [ ] Don't reply to the suspicious email thread.
- [ ] Don't delete emails or change mailbox settings yet. They're evidence.
- [ ] Write down what you noticed, who noticed it and when.

03 Talk to the right people

- [ ] Contact the supplier or customer on a phone number you already hold.
- [ ] Tell your cyber insurer early, and follow their process.
- [ ] Involve legal counsel if personal information may be affected.
- [ ] Report it to the Australian Cyber Security Centre through ReportCyber.

04 Bring in responders

- [ ] Email response@authene.com.au.
- [ ] A responder replies within 15 minutes, 24/7/365.
- [ ] Keep your notes from steps 1 to 3 handy for the first call.

General information only, not legal advice. Every incident is different. Authene is a cyber security firm, not a law firm.
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