

PROTECT YOURSELF FROM PAYMENT SCAMS

Be aware that criminal groups may try to trick you into paying your Moonstone accounts by using bank accounts controlled by them, instead of Moonstone's legitimate accounts. These criminals may use email or letters that look similar to those sent by Moonstone's employees.

Please note that Moonstone will never inform you of any change in their banking details via email, letter, or SMS. Instead, we will inform you in person or over the phone. To avoid falling for these scams, please follow these guidelines:



Check carefully that emails actually come from Moonstone.



Check the sender's email address and look out for font, logo and language inconsistencies.



Be cautious of emails from unknown or external senders.



Report suspicious emails to Moonstone immediately.



Instead of replying to business emails, forward them to ensure you're using the correct email address.



Beware of attempts to redirect funds by impersonators.



Always double-check the bank account details before making any payments.



Verify bank account details either in person or over the phone with Moonstone.



Do not use the telephone number provided in the email to confirm bank account details, rather contact Moonstone Head Office at +27 21 883 8000.



If you're unsure about the correctness of the bank account, please speak to your contact at Moonstone.

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