

# Red flags to watch out for

## The fake email: how Kiran avoided a scam

Kiran got an **email from his letting agent** to say its bank details had changed. When it was time to pay six months' worth of rent – £14,000 – he called his bank to make the payment.



The bank noticed that Kiran's previous **rent payment had gone to a different account**. So **it paused his payment** and asked him whether he'd spoken to the letting agent about the change, checked that the email address matched previous ones, and informed him that **this was a recognised type of scam**.

Kiran took another look at the email and realised it was fake.

He got back in touch with the real letting agent to let them know and **gave the bank the correct payment details from a trusted source**. He said he'd make these checks before transferring his rent payments in future.

