

From doorstep to disaster and back

The story of Yazmin's successful house deposit recovery

Yazmin was **buying a house**, and among countless emails between estate agents, mortgage brokers and conveyancers, **a scammer cloned her conveyancer's email address** and sent her its bank details for her deposit.



After a successful test transfer, Yazmin attempted to send **£22,000** to who she thought was her conveyancer.

Her bank held the transfer and went through a verification process, after which the transaction **was allowed to proceed to the scammer's account.**



When Yazmin checked with her conveyancer, they said the money hadn't arrived and **it wasn't their email address.**



The bank investigated further and discovered that Yazmin had been the victim of a scam.

It reimbursed her £22,000 (minus an excess of £100) and she was **able to proceed with buying her house.**

