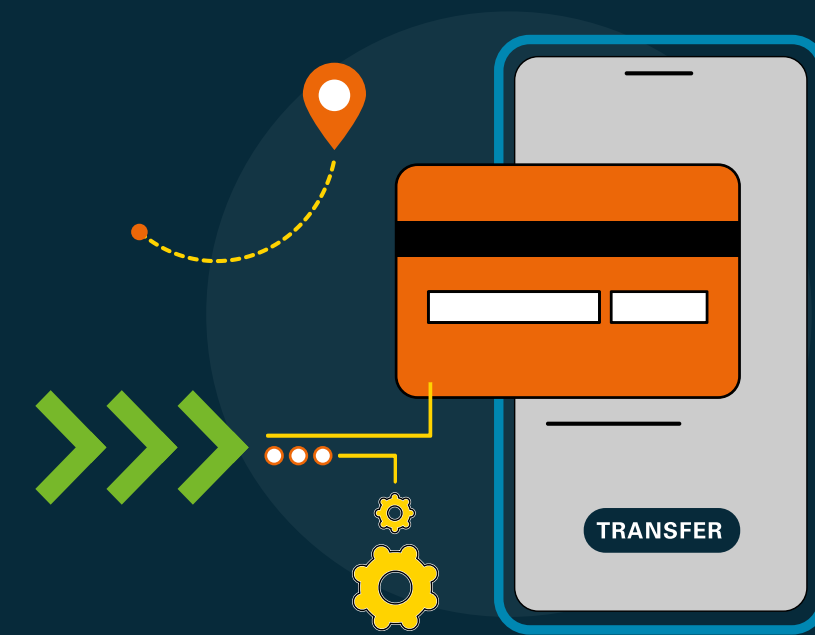


From doorstep to disaster and back

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.



Yazmin **transferred £22,000 using these details** and after getting confirmation of a test transfer and going through a verification process.



When she got in touch with the conveyancer, they said the **money hadn't arrived** and that it **wasn't their email address**. That email address then disappeared.

The bank spoke to Yazmin and found out that the money was for a property purchase. It then **put the transfer on hold** while it reviewed the situation, before allowing Yazmin to proceed.



The bank investigated 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.**