

IMPORTANT REMINDER TO OUR CLIENTS AND CUSTOMERS

While we all appreciate the convenience of transacting business via email, it is very important to remain diligent when doing so.

Unfortunately, the following scenario is not only a real life scenario, but it has occurred on a number of occasions in Michigan alone:

Cash buyer receives closing documents and wiring instructions via email from her buyer's agent. Soon thereafter, the same closing documents and different wiring instructions are received from the same agent. The buyer wires funds in accordance with the second set of wiring instructions only to find that the second email was fraudulent and DID NOT come from her agent. Of course, by the time this is discovered, the money is long gone.

IMPORTANT RULES TO KEEP IN MIND:

1. **If you receive an email containing Wire Transfer Instructions, regardless of who the sender appears to be DO NOT RESPOND TO THE EMAIL! Instead call the Title Company and/or Lender immediately, using previously known contact information and NOT information provided in the email, to verify the Wire Transfer instructions prior to sending funds.**
2. Be suspicious of anyone who suggests that funds should be wired days prior to the closing date.
3. Beware of last minute instructions, particularly if those instructions contradict earlier instructions.
4. Be suspicious of anyone who indicates that they are not available to take telephone calls and can only be reached via text and/or email.
5. Never transfer confidential information over free Wi-Fi.
6. Never trust contact information in unverified emails.
7. When replying to emails, use "Forward" and the addresses from your own address book rather than "Reply" or "Reply All".
8. Review all emails carefully. Remember that a fake email can appear to be from someone you have been corresponding with regularly. Often (but not always) these types of fake emails can be spotted on the basis of style, tone, grammar and/or awkward sentence structure. Trust your instincts. If a message looks at all suspicious, follow up with a phone call and check it out. It only takes a few minutes.