

WE HELP PROTECT CLIENTS FROM FRAUD

A major risk real estate professionals should be aware of is the threat of wire fraud. Cyber criminals are sending false messages on behalf of real estate agents, title agents, escrow holders, and even lenders, and many times these messages involve instructions to transfer money.

WE DO THE FOLLOWING TO HELP PROTECT OUR CLIENTS FROM THIS THREAT:

ENCRYPTED EMAILS

Our staff is fully trained to send all non-public personal information (NPI) via encrypted email. These encrypted emails go to the intended party and require a verification process before the email body will open.

Instructions on how to use our encrypted email process go out in the consumer's opening package so there is never any confusion on how to gain access.

Additionally, as a safeguard, our encryption protocol must be intentionally bypassed using an unrelated keyword in the subject line of the email to be sent unencrypted.

WIRE FRAUD ADVISORIES

We have established our own Wire Fraud Advisory, that mimics the information found in the CAR contract, for consumers to sign at the start of their escrow transaction. This advisory is sent out with the opening package to both parties for them to promptly review and acknowledge.

Furthermore, we continue to advise them of the threat using our uniform email signature lines, which contain a permanent notice of this threat, as well as during any conversation regarding wiring. We no longer list our account number on our Wire Instructions, which helps us ensure that the consumer must call our office prior to wiring any funds.

SOC 1, 2, & 3 COMPLIANT

SOC for Service Organizations reports are internal control reports on the services provided by a service organization providing valuable information that users need to assess and address the risks associated with an outsource service. Each type of SOC reports are assessed by an independent CPA and designed to help service organization meet specific user needs, including SOC 1—Internal Controls over Financial Reporting, SOC 2—Trust Services Criteria, and SOC 3—General Use. More information can be found at www.aicpa.org.

Our offices use an Office 365 email service, which is SOC 1, 2, and 3 compliant.

