

Don't take the bait

Be alert and cautious. Victims often get lured into a scam through an email, SMS, fax or phone call. The fraudster pretends to be from a legitimate company (for example TWK) by disguising himself as a trustworthy entity in electronic communication. This is a fraudulent attempt for malicious reasons. Below are type of scams and scenarios of each.

What you need to know

1) Fake emails

Watch out for fake emails purporting to be from the **TWK Group of Companies**.

Scenario 1: you receive an email that pretends to come from the TWK Group of Companies e.g. protea.middelburg@twkagri.com appearing to be from the 'Accounts Department'.

However, when you hover your mouse's cursor over the email address you will notice that the email address is fake and mimics an email address of the TWK Group of Companies.



To guard against such a scam:

- **never respond** or communicate with the fraudster;
- immediately **report** such an email as indicated below; and
- note that any electronic communication from TWK will always be sent from an email address ending with '**@twkagri.com**'.

2) Change of banking details request

You receive an email/letter that pretends to come from TWK asking you to update TWK's banking details to that of the fraudster. Beware of this even if it is on TWK's letterhead and contains supporting documentation appearing to be from a legitimate source.

To guard against such a scam:

- Never respond or communicate with the fraudster. Contact TWK on the number that you already have and not the one on the fraudulent letter or email;
- Speak to someone you know at TWK to confirm the change in banking details;
- Don't change banking details without first verifying such a request with TWK; and
- Be cautious of company names with web-based email addresses ending with the following:
 - @gmail.com;
 - @hotmail.com; and
 - @yahoo.com

How to report a scam

24 Hour Fraud Line

☎ 0800 00 77 88 or ✉ twk@tip-offs.com

Direct Contact

Jacolien Naude

Internal Audit Manager at TWK Agri (Pty) Ltd

☎ +27(0)63 692 1471

✉ jnaude@twkagri.com

Gert Erasmus

Risk and Security Manager at TWK Agri (Pty) Ltd

☎ +27(0)79 498 0346

✉ gerasmus@twkagri.com