

28th May 2020

Important message for all firms: Fake FCA emails, websites, letters, and phone calls

Fraudsters contact people and firms through emails, letters and on the phone, claiming to be from the Financial Conduct Authority (FCA) or using the name of FCA employees to make them seem genuine. They may create copies of the FCA's websites and modify some of the information on them. They may change FCA warnings pages for example, so it appears that scam firms are authorised when they are not. The fraudsters may also claim to be from the organisation that used to regulate financial services in the UK, such as the Financial Services Authority (FSA).



You can check whether the FCA website is genuine by checking the web address (domain name or URL), which appears in the address bar at the top of the webpage. It should always begin with: www.fca.org.uk or [register.fca.org.uk/](http://register.fca.org.uk)

FCA online systems for firms have web addresses that start with: <https://connect.fca.org.uk/>; <https://gabriel.fca.org.uk/>; <https://mutuals.fca.org.uk/>; <https://marketsecurities.fca.org.uk/>

The FCA send emails from addresses ending in @fca.org.uk and @fcanewsletters.org.uk but be aware that fraudsters can 'clone' these email addresses to make their emails seem genuine.

One example the team have encountered includes fraudsters prompting regulated firms to complete a due diligence questionnaire from the following email: connect1@gabriel-fca.org.uk. Firms that do receive email prompts from this or any other fake email address should forward it to the following FCA email address: Phishing@fca.org.uk.

Advice to firms: *The FCA never contact members of the public asking for money or your bank account details. Look for signs that the email, letter or phone call may not be from the FCA, such as its mobile or overseas contact phone number. Scam emails or letters often contain spelling mistakes and poor grammar. Please contact Newgate if you have passed any information inadvertently over to suspected fraudsters as it may require a notification form to be sent to the FCA.*

More information here: <https://www.fca.org.uk/consumers/avoid-scams-unauthorised-firms/fake-fca-emails-letters-phone-calls>