

THE CHECK BEFORE YOU PAY

Premiums, paid to the right account.

A broker sits between clients, insurers and premium finance providers, so one convincing email about new bank details can turn up in any of those relationships.

How it happens here

1. A mailbox taken over

A criminal gets the login to an email account in the chain, such as a broker's.

2. Replies are hidden

The real replies are hidden, so nobody notices the conversation has been taken over.

PRESS CHECK HERE**3. New details arrive**

An email gives new bank details for a premium, a claim payment or a premium finance provider.

4. The money goes

Unless somebody rings the payee on the number held on your system, the money goes to the criminal.

Before any payment to new or changed bank details

- 1 Never change an insurer's, client's or premium finance provider's bank details because of an email alone.
- 2 Ring them on the number held on your system, not one in the email.
- 3 Tell every client in writing that your bank details will never change by email, and repeat it on renewal notices.
- 4 A second person approves any change to payee details before a premium or claim payment goes.
- 5 For a first payment to new details, send a small amount and have the payee confirm receipt by phone.

If money has gone

Ring your bank's fraud line at once, then report to Report Fraud on 0300 123 2040 or reportfraud.police.uk (Police Scotland on 101 in Scotland).

What your sector's own bodies say

- A firm must maintain adequate policies and procedures to counter the risk that it might be used to further financial crime. (FCA Handbook, SYSC 6.1.1R, current rule)

Where Jatzo fits. Jatzo does not replace the call. It helps whoever reads the email notice that it needs one, before anybody pays.

Check before a premium or claim moves

Anybody unsure about an insurer's, client's or premium finance provider's new bank details presses Check in Outlook or Gmail for a score out of 100 with the reasons.

A dated record of what you do

Business Pro builds a dated proof pack of checks made, training completed and domains watched, and an activity log records reports to IT and changes to the team.

More at jatzo.co.uk/for-teams/insurance-brokers

Your compliance officer hears at once

When anybody checks a message scoring High risk or above, an email goes to addresses you choose at your own domain, such as your compliance officer's.

Addresses made to look like yours

Domain Watch, on Business Pro, looks for new web addresses registered to look like your firm's, the kind a fake renewal email to your clients could come from.

UK Finance recorded £41.3 million lost to invoice and mandate fraud across 2,305 cases in 2025, 68% of it from business accounts. Criminals intercept emails or take over an email account, then pose as a supplier, a solicitor or a builder with new bank details. (UK Finance, Annual Fraud Report 2026, June 2026.) Report Fraud replaced Action Fraud in December 2025; the number did not change.