

# CONSUMER FRAUD ALERTS

## Protect Yourself from Scams

VORO takes your security seriously. We have been made aware of fraudulent schemes targeting consumers through fake real estate listings, rental scams, and impersonation of real estate professionals. Please be aware of the following:

### General Fraud Prevention:

- VORO. agents will NEVER request payments via Venmo, Cash App, Zelle, gift cards, or similar methods. If someone claims to be a VORO. agent and asks for payment in this manner, it is a scam.
- Beware of impersonation accounts on social media and messaging apps. Fraudsters may create fake profiles on platforms like Instagram, TikTok, Facebook, WhatsApp, and Telegram, pretending to be VORO. agents or representatives. Always verify agent identity and contact information by visiting [www.voro.com](http://www.voro.com) and searching for the agent's official profile.
- VORO. does not conduct business through unofficial channels. If you receive unsolicited messages requesting personal information, application fees, deposits, or engagement through non-standard communication platforms, exercise caution.
- Legitimate transactions should be conducted through secure, verifiable methods and never through informal payment apps.

## Email & Wire Fraud

Cybercriminals often target real estate transactions through sophisticated email scams designed to steal funds via fraudulent wire transfer instructions. Protect yourself by following these guidelines:

- ALWAYS verify wire instructions directly with your attorney or escrow/title company using a known, trusted phone number. Never rely solely on emailed instructions.
- Be cautious of last-minute changes to wire instructions. Fraudsters often impersonate agents, attorneys, or title companies and send fake instructions to divert funds to their accounts.
- Look for red flags in emails, such as unexpected urgency, slight misspellings in email addresses, or uncharacteristic language from the sender.
- Never send sensitive financial information via email. Use secure portals or encrypted messaging when necessary.
- Confirm wire transfers immediately. After sending a wire, call the recipient to confirm it was received at the correct account.

If you receive suspicious emails, calls, or messages regarding wire transfers, do not respond. Instead, contact your real estate professional or closing attorney immediately through a verified phone number.

Stay vigilant and protect yourself from fraud.