

Anti-Spoof Policy

Our organisation is committed to protecting our customers and employees from fraudulent emails, also known as spoof emails. Spoof emails are emails that appear to be from a trusted sender but are actually from a malicious sender attempting to deceive the recipient.

To protect against spoof emails, we have implemented the following policy:

1. We will never ask for personal or sensitive information via email. If you receive an email requesting such information, do not respond and contact our organisation immediately.
2. All emails sent from our organisation will include the sender's name, email address, and an identifiable subject line. If you receive an email that appears to be from our organisation but does not include this information, do not open it and contact our organisation immediately.
3. We will never ask you to download attachments or click on links in an email unless you have initiated the request. If you receive an email with an unexpected attachment or link, do not download or click on it and contact our organisation immediately.
4. We will never threaten or intimidate you in an email. If you receive an email with threatening or intimidating language, do not respond and contact our organisation immediately.
5. We will regularly educate our employees on how to identify and prevent spoof emails. This includes providing training on how to recognize suspicious emails, how to report them, and how to avoid falling for phishing scams.
6. We will regularly monitor our email systems for suspicious activity and take immediate action to investigate and address any identified incidents.

By adhering to this anti-spoof policy, we aim to protect our customers and employees from malicious events and maintain the trust and integrity of our organisation.

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