



Cyber scams involving email are becoming more widespread. Cyber criminals who try to use the DuluxGroup brands in their scams pose a significant risk to the public.

There are steps you can take to protect yourself from Cyber fraud.

If you believe you have received a fraudulent email impersonating a DuluxGroup representative, please contact the DuluxGroup Security team via company.info@duluxgroup.com.au . If you are unsure of a request, pick up the phone and **call someone you know or trust** to question the request or inquiry.

In the event the email scam or impersonator is sending a message from an **external email (such as Gmail, Yahoo or Microsoft)**, report this online directly with the email provider. This will alert the email provider that potential scams are being propagated using their email systems.

Identifying suspicious messages

DuluxGroup representatives would never randomly send you an email requesting you to transfer funds to a different bank account, provide updated bank account details, or other personal or confidential information.

Below are some other common attempts at cyber fraud. You should be cautious if you receive messages similar (but not limited to) these examples:

- You receive an email requesting you to provide urgent confidential or sensitive information, such as payroll or banking details;
- You receive an email requesting information or an action be performed relating to payroll or banking which seems suspicious and appears to be from an internal authorised person (as mentioned earlier);
- You receive a letter of offer for employment although you have not applied for any positions;
- You receive an email directly from someone purporting to be from DuluxGroup, for example the CEO or a manager, requesting you to disclose confidential or sensitive information or requesting urgent action;
- Requests for urgent or outstanding payments; and
- Email request does not quite make sense and appears unusual.

While DuluxGroup has systems in place to prevent and detect attacks, such attacks are growing increasingly sophisticated. Please remain vigilant and if you are unsure pick up the phone and **call someone you know or trust** to question the request or inquiry or advise DuluxGroup at company.info@duluxgroup.com.au .