

ATTENTION! PHISHING!

The Consumer Mediation Service recently fell victim to a phishing attack. Scammers send emails to businesses and consumers reporting a new case and calling for them to click on a link or respond to an email immediately.



Don't fall into the trap!

[Learn to identify fake e-mails.](#)

[Take the phishing test now and don't be caught out ever again!](#)

What to do?

- The email address files.consumerombudservice-at-communicationmail.com is fake. Please block this address immediately.
- Do not click on a link in a suspicious message, do not open attachments and do not download applications if you are asked to.
- Suspicious emails can be forwarded to suspicious@safeonweb.be.
- Suspicious text messages can also be forwarded. Take a screenshot and send it to suspicious@safeonweb.be. The content is then processed automatically.

Did you click on a suspicious link?

- If you have clicked on the link, do not complete the fields and terminate any interaction.
- NEVER give out personal codes.
- If you have entered a password that you also use elsewhere, change it immediately.

Have you been scammed?

- If you have lost money or are being extorted, we recommend that you [file a report with your local police](#) straight away.
- [Contact your bank](#) and/or [Card Stop](#) on 078 170 170 (+32 78 170 170 from abroad) if you have passed on bank details, money is disappearing from your bank account or if you have transferred money to a scammer. In this way, any fraudulent transactions can be blocked.

We are doing all we can to stop this scam as soon as possible.