

Wednesday, 15 January 2025

Subject: Important Security Notice: Beware of Fraudulent Communications

Dear Valued Customers and Partners,

We are writing to inform you of recent fraudulent activities involving communications made in the name of Flannery Plant Hire. We have noticed an increase in fraudulent activities, where individuals are impersonating our team members via non-official email addresses such as Gmail accounts and domains resembling ours, such as Flannery-plant.com.

Please be reminded that Patrick Flannery or any stakeholder will never email directly to assist or request payment for asset sales without issuing a formal invoice. At Flannery, we would never expect any funds to be transferred without you physically verifying the goods. We urge you to remain extra vigilant and, if you receive any suspicious emails or communications attempting to impersonate someone at Flannery, do not engage. Instead, contact our office immediately at 0208 900 9290 and ask for Caroline, who will assist you.

Additionally, we have been informed that some customers have received phone calls from individuals pretending to be directors of Flannery. These calls have reportedly been vulgar in nature, which do not align with the professional standards and values we uphold at Flannery. We assure you that such behaviour is not representative of Flannery. If you experience or have experienced any such interactions, please contact Chelsey immediately at our office number, 0208 900 9290.

Flannery has not altered its banking information. If you receive any communication suggesting such changes, please follow these verification steps:

1. **Contact Head Office:** Call our head office directly at 0208 900 9290 to verify any claims of changed bank details.
2. **Written Confirmation:** Request a formal letter from us on our company letterhead, signed by an authorised representative, confirming any such changes.
3. **Verification Checks:** Cross-verify the information with your point of contact within Flannery that you have previously dealt with.

If you receive emails from obscure email addresses or encounter communication that appears to impersonate our team, please do not engage or divulge any personal or financial information.

We strongly urge you to remain vigilant during this period. Do not transfer funds or change any details without following the necessary verification procedures. Your partnership and security are of the utmost importance to us, and we thank you for your continued trust and cooperation.

Should you have any questions or require further assistance, please do not hesitate to reach out.

Stay safe and vigilant.

Regards,

Flannery Plant Hire