

**FRAUD PREVENTION NOTICE FOR CUSTOMERS**

Apleona is committed to protecting our customers from payment and invoice fraud.

To reduce the risk of fraudulent activity, please note the following controls apply across the Apleona group:

- > Apleona does not change its bank account details frequently.
- > We will never request a change to our bank details by email alone.
- > Any notification claiming that Apleona's bank details have changed should be treated as potentially fraudulent until verified.

If you receive a request advising of a change to Apleona's bank details, you should:

1. Suspend payment, and
2. Verify the request directly with Apleona using established, trusted contact details already held on your records (not those included in the request).

Payments should only be made using bank details shown on official Apleona invoices or where details have been formally verified through direct contact.

If you have any doubt about a payment request or the validity of bank details provided, please contact your usual Apleona representative before making payment.

