



DEFINING | WHAT'S NEXT

June 13, 2019

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## Fraudulent Payment Emails

### Dear Valued Distributor:

OPW is aware of several reports of OPW customers receiving emails that appear to be from OPW employees, where those emails ask for information about outstanding payments. Generally, that inquiry is followed up with an email asking that the established payment instructions be changed and payment provided promptly to a new bank address. **Please be advised that those emails are not originating from OPW or any authorized OPW party.** We believe these emails were phishing attempts by an unknown source to secure fraudulent payments.

As a reminder to our customers, payment instruction fraud, including wire fraud and email phishing or hacking attacks are on the rise. If you receive an email purported to be from our company that instructs you to send funds to a bank account other than that designed by us over the last few years, you should -

- Not reply to that email, as it may provide access to hackers or other bad actors to your communications information or accounts.
- Pick up the telephone or use some other form of communication to call your designated OPW contact at a telephone number previously provided to you. **DO NOT** call the number included in the email, as it may be a fraudulent telephone number.
- Be mindful of the language or structure of the instructions received. While some of the fraudsters are sophisticated in their language, many have poor grammar or illogical instructions.
- Review the email addresses sending you the new instruction and confirm that the email is not from a spoofed email address. You can review this information in more detail by looking at the properties or metadata of the email you receive.

We appreciate your diligence in keeping transactions between our companies safe from fraudulent activities.

If you believe you were a victim of this type of fraud or other social engineering tactics, [U.S. Cybersecurity and Infrastructure Security Agency \(CISA\)'s](#) website includes suggestions on how to report the fraud and additional protective steps you can take.

Best regards,

**Mike Bartush**  
**Customer Service Manager**  
**OPW Retail Fueling**

## **OPW Retail Fueling**

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