
From: [REDACTED]
Sent: 22 May 2024 10:24
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notice of suspected fraud [SEC=Restricted]

Central Bank of Ireland - UNRESTRICTED

Thanks [REDACTED]. Have answered below.

From: [REDACTED]
Sent: Wednesday 22 May 2024 10:18
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notice of suspected fraud [SEC=Restricted]

Morning,

Here is the update that was posted last time:

Website: <https://www.centralbank.ie/consumer-hub/consumer-notices/notice-on-phishing-email>

LinkedIn: <https://www.linkedin.com/feed/update/urn:li:activity:7174090447961657344>

X: I cannot find any post on X on this. There is none in our social media tracking sheet. We can do a post on X this time. Do you think we should do this please?

Are we proposing to updated these, put it as a silver spotlight on the home page and then publish a notification on X and LinkedIn? Let me know what you think, I'm open to whatever we think it appropriate, I just want us to try to be consistent with the activity from last time please?

Are we to draft copy of same and who is to approve it? I cannot see the original email containing the scam details from [REDACTED] below. Yes please can someone draft, I'll forward the original email.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Wednesday 22 May 2024 10:02
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notice of suspected fraud [SEC=Restricted]

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Sorry copying [REDACTED] this time.

Thanks

From: [REDACTED]
Sent: Wednesday 22 May 2024 10:00
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notice of suspected fraud [SEC=Restricted]

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Thanks [REDACTED].

[REDACTED] – can someone take a look at the below please. I think we probably need to get this up today.

Thanks

From: [REDACTED]
Sent: Wednesday 22 May 2024 09:53
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notice of suspected fraud [SEC=Restricted]

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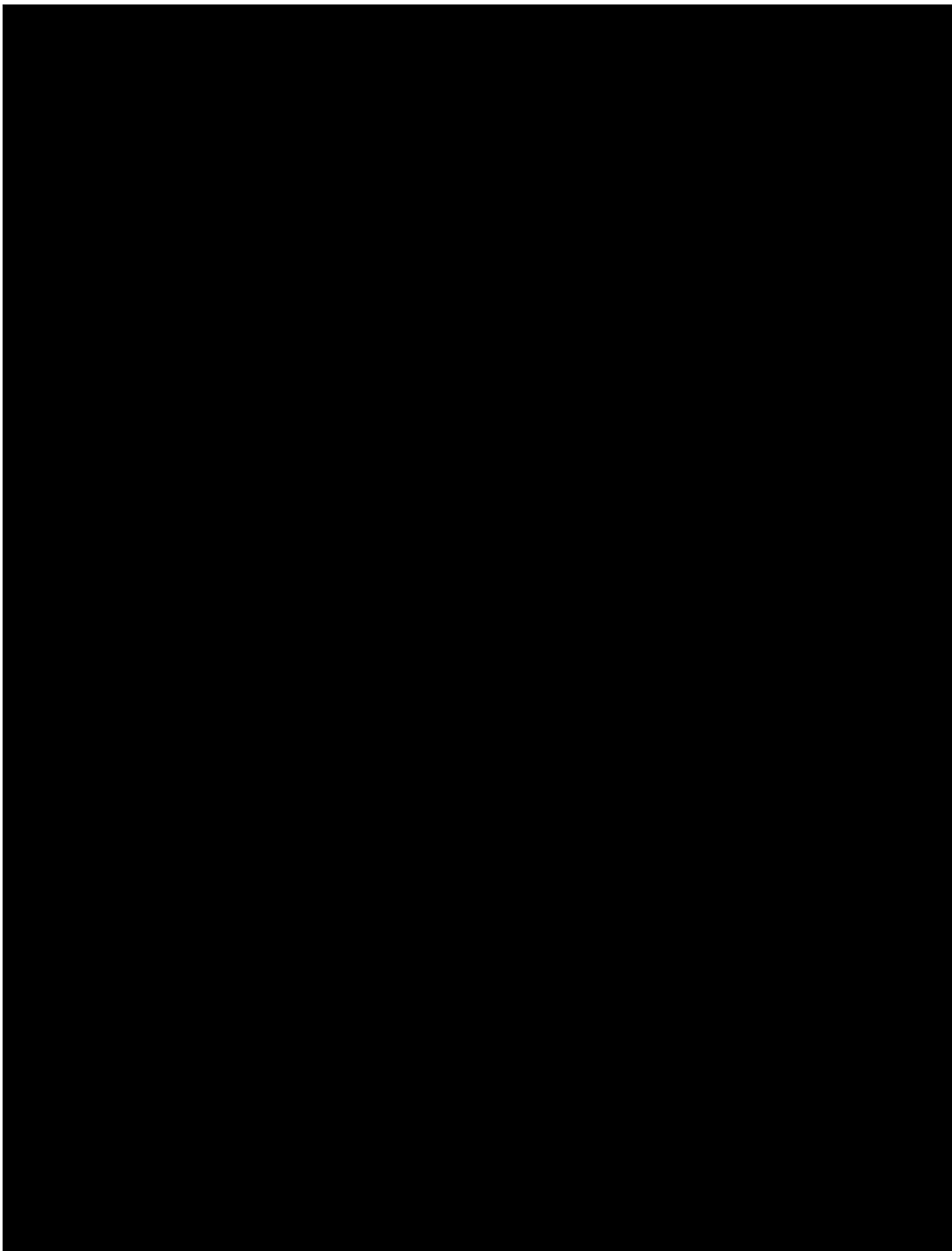
Hi [REDACTED]

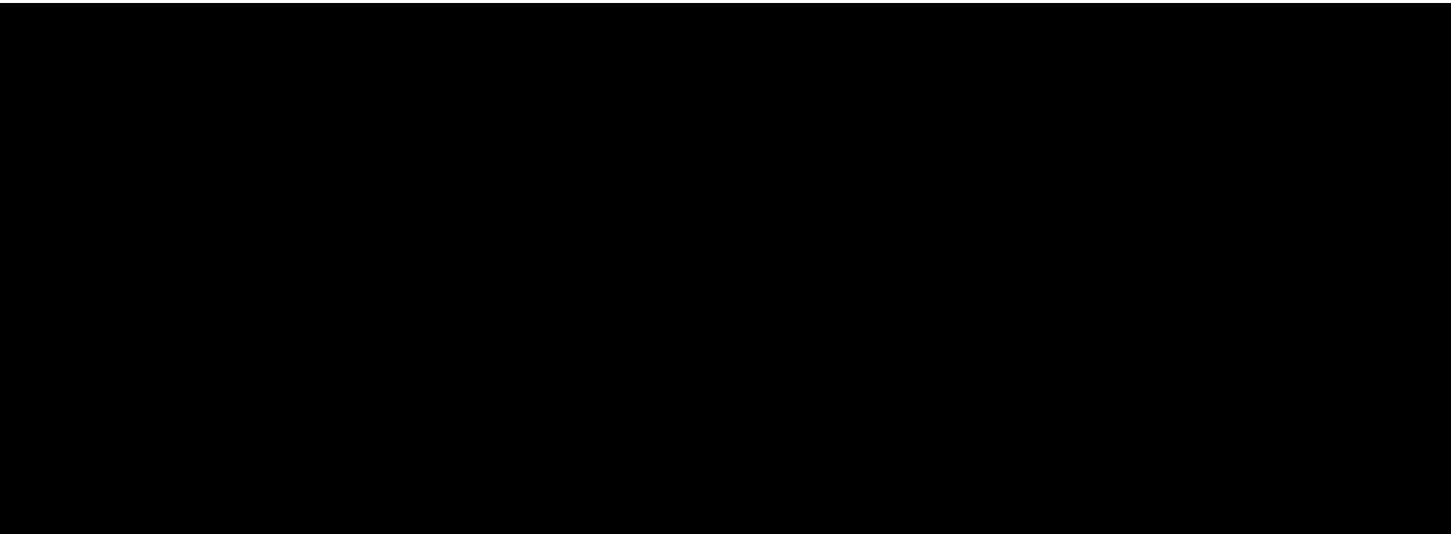
We discussed this at the team meeting this morning and we think the best approach is to remain consistent with the [REDACTED] scam approach. A warning on the site, highlighted by clear messages on LinkedIn and Twitter/X are warranted. We don't recommend any media approach. [REDACTED] should be able to assist in [REDACTED] absence.

Happy to discuss.

[REDACTED]







[REDACTED]

From: [REDACTED]
Sent: Wednesday 22 May 2024 12:00
To: [REDACTED]
Subject: RE: Urgent page update request

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Hi [REDACTED],

The updated notice is live now.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Wednesday 22 May 2024 11:49
To: [REDACTED]
Subject: Urgent page update request

Hi,

Can we update this page (<https://www.centralbank.ie/consumer-hub/consumer-notices/notice-on-phishing-email>) with the copy attached?

Any questions let me know.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 22 May 2024 14:06
To: [REDACTED]
Subject: RE: Notice of suspected fraud

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Thanks all

From: [REDACTED]
Sent: Wednesday 22 May 2024 12:48
To: [REDACTED]
Subject: RE: Notice of suspected fraud

Thanks [REDACTED] published on social now.

From: [REDACTED]
Sent: Wednesday 22 May 2024 12:14
To: [REDACTED]
Subject: RE: Notice of suspected fraud

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Cleared, thanks [REDACTED]!

From: [REDACTED]
Sent: Wednesday 22 May 2024 12:12
To: [REDACTED]
Subject: RE: Notice of suspected fraud

Page is updated now and live.

Social media posts below for approval:

WhatsApp

WARNING: EMAIL PHISHING SCAM ALERT

We have been alerted to an email phishing scam pretending to be from Neil Whoriskey from Central Bank of Ireland asking for money to release an inheritance. This is a scam. The Central Bank will never contact regulated firms or individuals by text or email asking for security credentials, personal or financial information. Nor will we ask for bank account details or for the transfer of money to a safe account by phone, email or text message. If you are concerned about any email you have recently received from the Central Bank, please contact us:

More details: <https://www.centralbank.ie/consumer-hub/consumer-notices/notice-on-phishing-email>

X

Beware of emails pretending to be from Neil Whoriskey, Central Bank of Ireland, asking for money to release an inheritance. These are phishing #scams. We'll never contact you by text or email asking for security credentials, personal or financial information: <https://bit.ly/3yrvRDz>

From: [REDACTED]

Sent: Wednesday 22 May 2024 11:31

To: [REDACTED]

[REDACTED]

Subject: RE: Notice of suspected fraud

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[REDACTED], can we leave the [REDACTED] notice up please, and add a new section with your text below? This will ensure it's consistent with the likes of warning notices where the page forms a permanent record, as I assume it's likely or even possible that these scams could arise again. Then you can post on X and WhatsApp. I'll review the text for the social posts before you issue them please.

Thanks

[REDACTED]

From: [REDACTED]

Sent: Wednesday 22 May 2024 11:10

To: [REDACTED]

Subject: RE: Notice of suspected fraud

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I'm open here as to whatever we think we need to do. Please can people come together agree on the right approach.

I don't think two will ever be the same so whilst we need consistency, we don't necessarily need a fixed approach.

Thanks

From: [REDACTED]

Sent: Wednesday 22 May 2024 11:03

To: [REDACTED]

Subject: RE: Notice of suspected fraud

I was also away for it but I did consult with [REDACTED] who mentioned it went on LinkedIn as it impacted those who work in regulated firms, which does not seem to be the case here.

We need to consider how often these types of scams may happen and we don't feel LinkedIn is the appropriate place for the alerts always.

The other channels (X and WhatsApp) are more immediate for these types of alerts than LinkedIn.

Once there is an agreed approach I will progress getting the update on the web and social.

From: [REDACTED]
Sent: Wednesday 22 May 2024 10:59
To: [REDACTED]
Subject: RE: Notice of suspected fraud

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Thanks [REDACTED]. Copying in the media team to get views please. I wasn't involved in the first one for [REDACTED], but just trying to be consistent without going too far here.

Thanks

From: [REDACTED]
Sent: Wednesday 22 May 2024 10:52
To: [REDACTED]
Subject: RE: Notice of suspected fraud

Hi [REDACTED]

I have reviewed the correspondence below on the scam and it is different to the [REDACTED] one where that scam was seeking regulatory information from regulated firms. This seems to be a generic scam with a scatter gun approach not targeting industry specificall. Our recommended approach is to post a warning on X and WhatsApp and link to this page:

<https://www.centralbank.ie/phishing-alert-december2020> with updated copy as below:

Email Phishing Alert – 22 May 2024

We have become aware of an email phishing campaign purporting to be from Neil Whoriskey from Central Bank of Ireland. The email sender resembles a Central Bank email address, such as CBI@secretary.net but there may be variations. If you have received such an email:

- Do not respond to it
- Do not click on any links
- Delete the email.

The Central Bank will never contact regulated firms or individuals by text or email asking for security credentials, personal or financial information. Nor will we ask for bank account details or for the transfer of money to a safe account by phone, email or text message.

The Central Bank's systems are not affected by this issue and continue to operate as normal.

If you are concerned about any email you have recently received from the Central Bank, please contact us:

- Email: enquiries@centralbank.ie
- Phone: 0818 681 681

Phone lines are open Monday to Friday, 09.00 - 17.00. ([See all our contact details.](#))

Read More

[Find out how to avoid scams and unauthorised activity.](#)

Thanks,

█

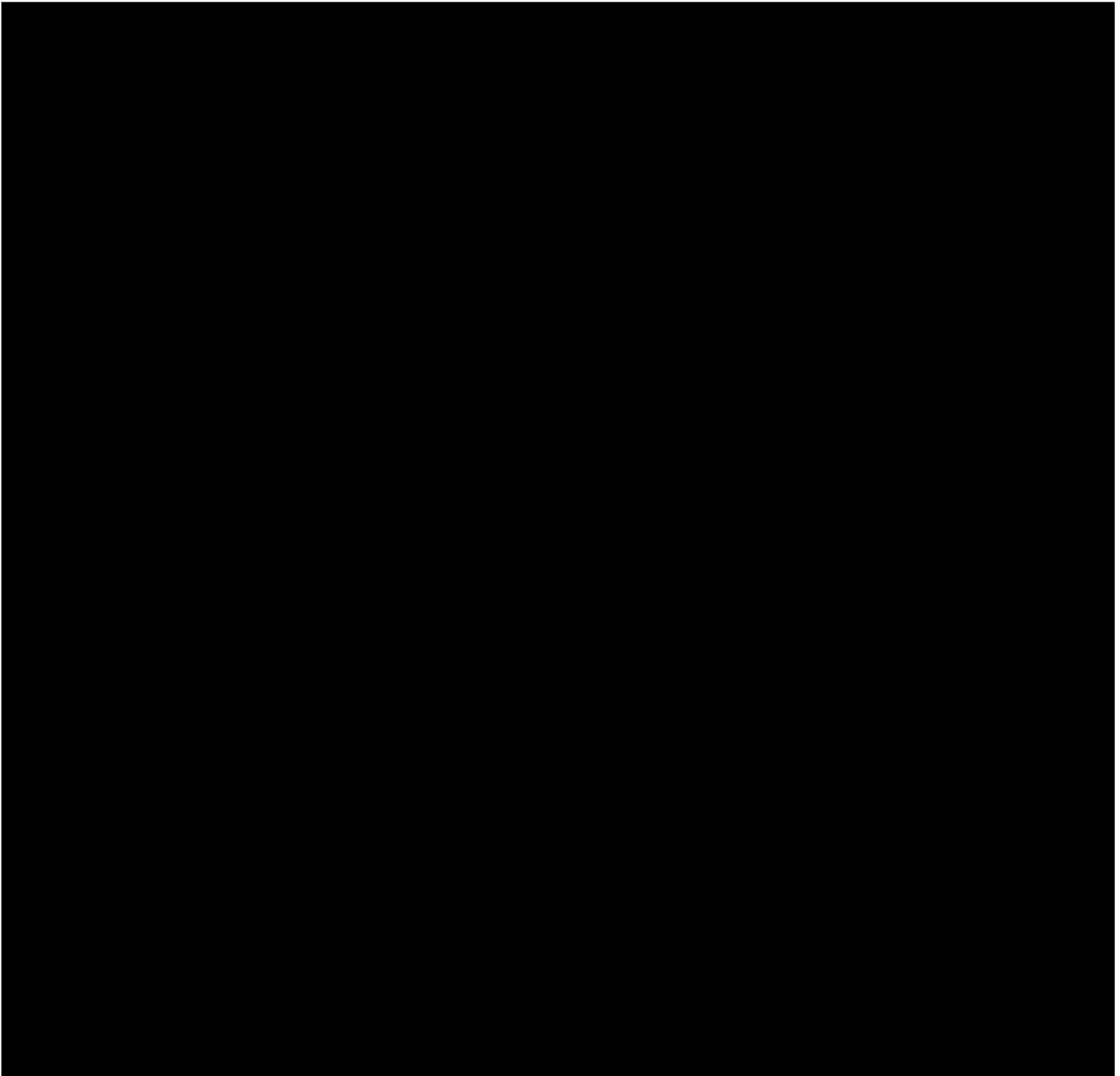
From: █

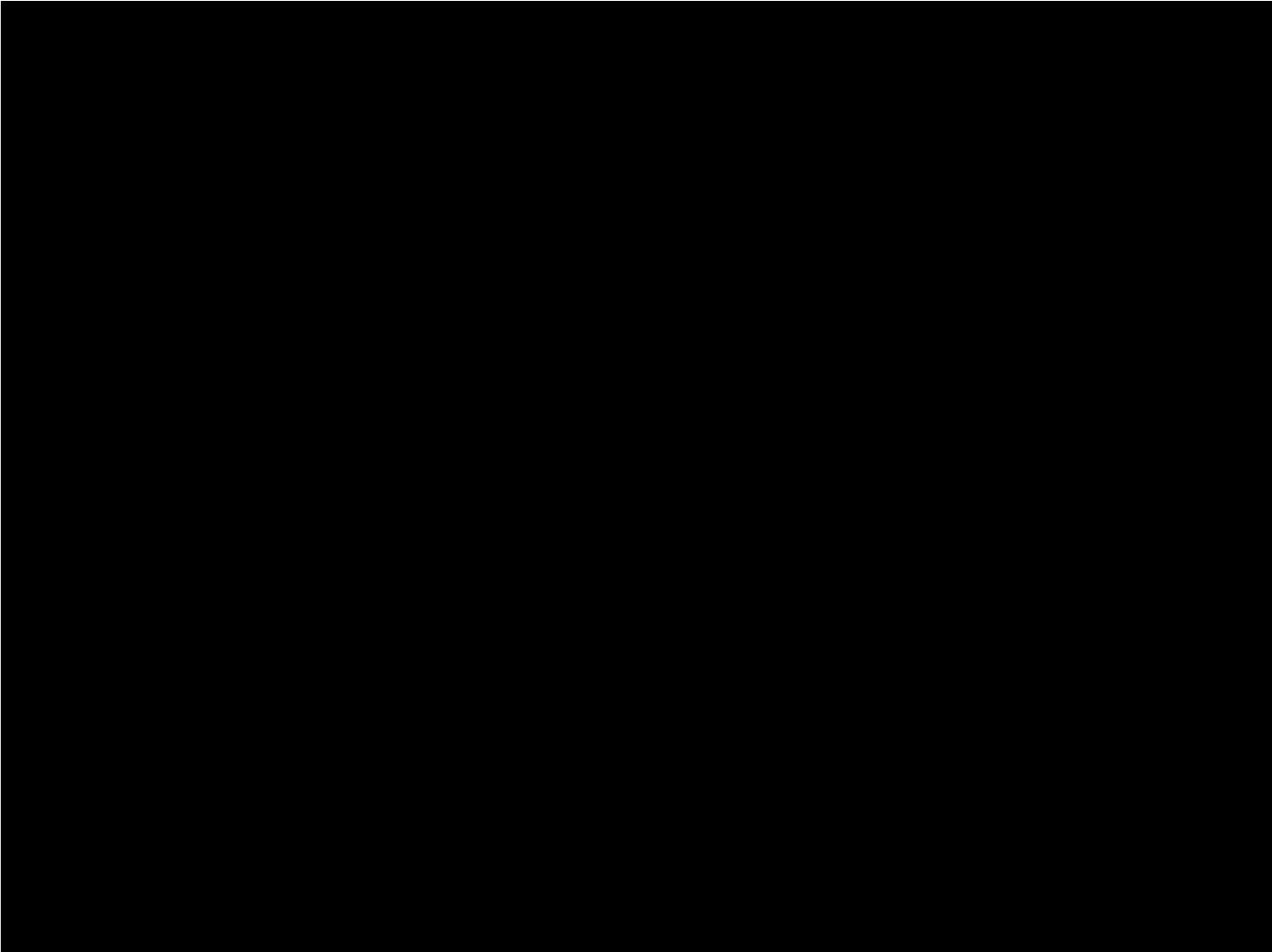
Sent: Wednesday 22 May 2024 10:24

To: █

Subject: FW: Notice of suspected fraud

Central Bank of Ireland - CONFIDENTIAL





From: [REDACTED]
Sent: 06 June 2024 09:39
To: [REDACTED]
Subject: FW: Notice on Phishing email [SEC=Restricted]

Central Bank of Ireland - UNRESTRICTED

From: [REDACTED]
Sent: Thursday 23 May 2024 12:21
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: Notice on Phishing email [SEC=Restricted]

Central Bank of Ireland - UNRESTRICTED

Hi [REDACTED]

To note – we were made aware of the use of [REDACTED] name regarding this phishing attempt. In line with our previous response regarding the [REDACTED] attempt, we published a notice on X and on our Consumer Hub to make the public aware. This was then picked up by the Irish Independent and we were dealing with their queries on this yesterday.

Best

[REDACTED]



