

ALTA Information Security Committee Report

Chair: Shabnam Jalakian

Staff Liaison: Kelly Lyn Romeo, CAE

Recent Meetings: July 11, 2019, Denver, CO

Future Meetings: October 24, 2019, Austin, TX

Recent/Current Projects:

The Information Security Committee met in July and finalized two products.

The first product (see pages 2 and 3 of this Report) is the Outgoing Wire Preparation Checklist which was published in August and has been viewed on the ALTA website more than 2,500 times.

The second product is a “Protect Your Money” addition to the Wire Fraud Rack Card intended to be used by Realtors. The new Protect Your Money content will help Realtors provide homebuyers with information about their title and settlement company at the outset of the transaction and encourage consumers to use this reliable contact information to confirm any communication about wire instructions.

The image shows two side-by-side cards. The left card is titled "PROTECT YOUR MONEY WHEN BUYING A HOME FROM WIRE FRAUD SCHEMES" and contains detailed instructions and warnings. The right card is titled "Protect Your Money" and contains a "CAUTION!" section, a form for "TITLE COMPANY NAME", "MAIN PHONE NUMBER", "ESCROW OFFICER'S NAME", and "PHONE NUMBER", followed by a "CONFIRM BEFORE YOU SEND MONEY" section and a "CLOSE THE DEAL!" section.

PROTECT YOUR MONEY WHEN BUYING A HOME FROM WIRE FRAUD SCHEMES

Every day, hackers try to steal your money by emailing false wire instructions. Criminals will use a similar email address and steal a logo and other info to make it look like the email came from your real estate agent or title company. You can protect yourself and your money by following these steps:

BE VIGILANT

- Call, don't email: Confirm your wiring instructions by phone using a known number before transferring funds. Don't use phone numbers or links from an email.
- Be suspicious: It's uncommon for title companies to change wiring instructions and payment info by email.

PROTECT YOUR MONEY

- Confirm everything: Ask your bank to confirm the name on the account before sending a wire.
- Verify immediately: Within four to eight hours, call the title company or real estate agent to confirm they received your money.

WHAT TO DO IF YOU'VE BEEN TARGETED

- Immediately call your bank and ask them to issue a recall notice for your wire.
- Report the crime to www.FBI.gov.
- Call your regional FBI office and police.
- Detaching that you sent money to the wrong account within 24 hours is the best chance of recovering your money.

For more information about the home closing process, please visit: HOMECLOSING101.ORG

This is for informational purposes only and should not be considered legal advice.

Protect Your Money
www.stopwirefraud.org

CAUTION!

- Call your title company to learn their process for wiring money.

TITLE COMPANY NAME

MAIN PHONE NUMBER

ESCROW OFFICER'S NAME

PHONE NUMBER

Your title company will never change their bank account or wiring instructions during your transaction.

CALL IMMEDIATELY IF:

- You receive a text, email, phone call, or other communication to change wire instructions or contact information.

CONFIRM BEFORE YOU SEND MONEY

- Before you send money, call your title company to confirm wire instructions - you should always use a phone number listed above.
- If no phone numbers are listed above, call your real estate agent for the correct phone number.
- After you send money, call the title company again to confirm that the money was received.

CLOSE THE DEAL!

The committee continues to update the Rapid Response Plan for Wire Fraud Incidents to incorporate the latest law enforcement procedures.

ALTA Outgoing Wire Preparation Checklist

Visit the ALTA Website: <https://www.alta.org/business-tools/information-security.cfm>

Date: _____

File Number: _____

Company Name/Location: _____

Section 1: Provide the source of the wiring instructions:

<input type="checkbox"/>	I received the initial outgoing wire instructions directly from the payee in person . The instructions have not been modified or amended. Proceed to Section 2.
<input type="checkbox"/>	I received the initial outgoing wire instructions directly from the payee via the United States Postal Service or a known overnight mail or messenger service and verified the accuracy of the instruction by calling the payee at a phone number obtained independently from any phone number shown in the package. The instructions have not been modified or amended. Proceed to Section 2.
<input type="checkbox"/>	I received the initial outgoing wire instructions directly from the payee via fax and verified the accuracy of the instruction by calling the payee at a phone number obtained independently from any phone number shown in the package. The instructions have not been modified or amended. Proceed to Section 2.
<input type="checkbox"/>	I received the initial outgoing wire instructions from the payee , which have been modified or amended in writing in person at the following date/time: _____. Proceed to Section 2.
<input type="checkbox"/>	I received the initial outgoing wire instructions directly from the payee by email and verified the accuracy of the instruction by calling the payee at a phone number obtained independently from any phone number shown in the email. The instructions have not been modified or amended. Proceed to Section 2.
<input type="checkbox"/>	I received the initial outgoing wiring instructions via a 3rd party (e.g., attorney, realtor, lender) and have verified the accuracy of the instruction by calling the payee at a phone number obtained independently from any phone number obtained via the 3 rd party. The instructions have not been modified or amended. Proceed to Section 2.

Section 2: Verify instructions received by email or from someone other than the payee.

<input type="checkbox"/>	Wire Payee Name:
<input type="checkbox"/>	Wire Amount:
<input type="checkbox"/>	Payee Phone Number:
<input type="checkbox"/>	Source of Phone Number (<i>never use the phone number included in an email</i>):
<input type="checkbox"/>	Original Order or Contract:
<input type="checkbox"/>	Secure Portal:
<input type="checkbox"/>	Internet Search:
<input type="checkbox"/>	Other (<i>describe</i>):
<input type="checkbox"/>	Name of Person I Spoke With: _____ Date: _____

<input type="checkbox"/>	Wire Information confirmed. Account and ABA Routing Number, and Account Name match payee in the file. Wire instruction notes indicate correct payment information (e.g., loan number, beneficiary, other information).
<input type="checkbox"/>	Wire Information confirmed. Account and ABA Routing Number match an entry on our company's list of validated wire instructions for common bank payoffs.

Wire Creator:

(Signature)

(Date)

(Printed Name)

Wire Authorizer:

(Signature)

(Date)

(Printed Name)

Section 3: Verify Delivery of Wired Funds.

<input type="checkbox"/>	Date Wire Was Sent:	
<input type="checkbox"/>	Date Wire Was Received:	
<input type="checkbox"/>	Name of Person Who Confirmed Receipt:	
<input type="checkbox"/>	Purpose of Wire:	
<input type="checkbox"/>	<input type="checkbox"/>	Loan Payoff
<input type="checkbox"/>	<input type="checkbox"/>	Equity Loan Payoff
<input type="checkbox"/>	<input type="checkbox"/>	Seller Proceeds
<input type="checkbox"/>	<input type="checkbox"/>	Real Estate Commission
<input type="checkbox"/>	<input type="checkbox"/>	Other (<i>describe</i>):

Verified By:

(Signature)

(Date)

(Printed Name)