

How can I recognise a **scam**?

Fraudsters often use ESMA's name and logo to promote scams.

They might present themselves as ESMA employees, provide documents and certificates which are counterfeits or attempt to copy ESMA's website.



All these references are false and have been made without ESMA's knowledge or consent.

How can I **protect** myself from being scammed?

Never reveal personal or financial data, usernames, passwords, bank details, addresses, or insurance/pensions/investment details to someone claiming to be from ESMA.

Do not click on links or open emails from senders you do not already know.

How can I **protect** myself from being scammed?

Check if you are really communicating with ESMA.

- ▶ ESMA official website is www.esma.europa.eu.
- ▶ ESMA's e-mails only end with @esma.europa.eu.
- ▶ ESMA is only based in **Paris, France**. It has no affiliates or branch offices elsewhere.
- ▶ ESMA's telephone numbers only start with **+33** for France.



Any other website, email address, address or phone number is fake.

What can I do as a **victim**?

Use the European e-Justice Portal to find out your rights.

If you have already been in contact with the fraudsters, stop all interactions.

Consider:

- ▶ **Reporting your case to local law enforcement authorities, such as the police.**
- ▶ **Informing your National Competent Authority.**
- ▶ **Reaching out to your financial services consumer organisations.**
- ▶ **Approaching a lawyer to consider taking legal action against the firm.**