PUBLIC GOVERNANCE / W03

Fraud Prevention & Payment-Instruction Notice

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Approved by Hiren Praful Bhanushali, Partner | Effective 13 November 2026 | Next review November 2027

Recognising fraud risk

Fraudulent actors may impersonate Mondiale International FZCO, its personnel, banks or trading counterparties. Forged invoices, altered email addresses, counterfeit letters and urgent requests to redirect funds can appear credible even when they are not genuine.

Independent verification before payment

- Treat any unexpected change to bank beneficiary details, payment destination, contact information or settlement instructions as a high-risk request.
- Verify changes independently using a previously established telephone number or another independently confirmed channel - not only the contact details contained in the message requesting the change.
- Do not rely solely on a familiar logo, email display name, copied signature, attached invoice or previous email thread as proof of authenticity.
- Where there is doubt, suspend the proposed action until the instructions are confirmed by authorised representatives through an independent channel.

Warning signs

Particular care is warranted with urgent or unusual requests, changed email domains, pressure to keep instructions confidential, unexpected third-party payment accounts and inconsistencies between a contract and a payment request.

How to report or verify

To report suspicious communications apparently involving Mondiale, contact info@mondialeinternational.com. For payment-instruction verification, use an independently confirmed company number; the public corporate number is +971 4 423 2535. Do not forward passwords, authentication codes or sensitive banking credentials.

No bank account details published

Mondiale does not publish transaction bank account numbers or IBANs in this website notice. Payment instructions must be verified against the relevant contractual and independently confirmed transaction documentation.