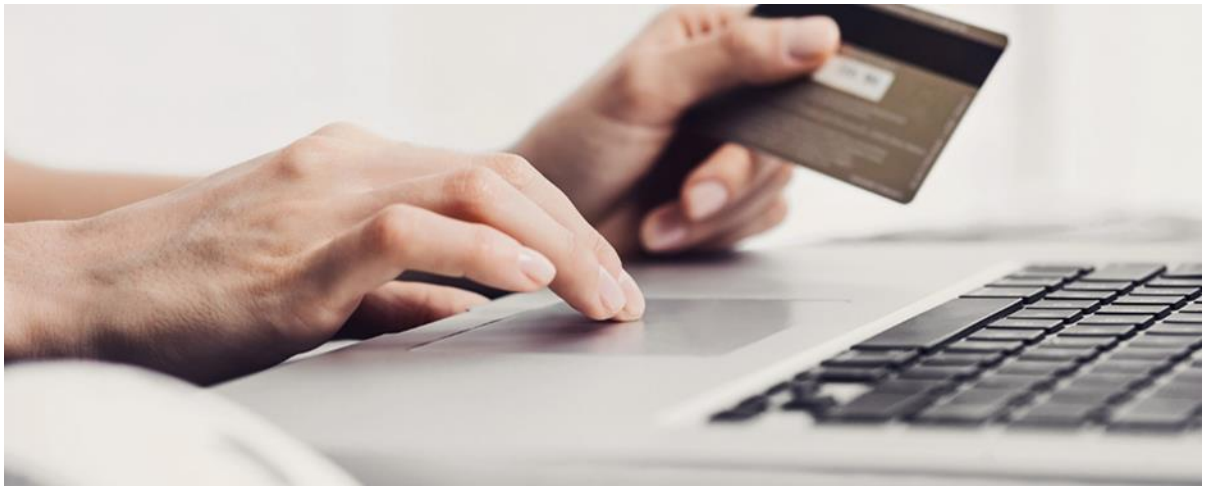

You are at the Center of our Security!

IATA Email Fraud Awareness Campaign

Dear Customer,

Fraudulent activities are a major threat to our industry, and at IATA we believe in the importance of cyber security. We would like to raise your awareness regarding threats that you may come across as an IATA stakeholder.

Unfortunately, the air transport industry remains a common target for Fraud. This has also been extended to impersonation of IATA's identity through fraudulent communications featuring IATA invoices, logo, names and staff information.

As part of our annual fraud awareness campaign, we aim to equip you with the necessary information, resources and guidance to help you detect and avoid becoming a victim of fraudulent activity.

Latest Key examples on Fraud Techniques:

- Impersonation of IATA Staff members in phishing attacks;
- Misuse of IATA Logo and name in false communications;
- Attempts to misdirect customer payments to illegitimate bank accounts;
- Use of email addresses similar to IATA's such as "iata.audit@gmail.com" or "BSP@admin-iata.org".

Additional information on Fraudulent emails can be found here

Further Guidance Resources from IATA

1. IATA's Email & Website Fraud Protection remains your go-to repository for information that will help protect your organization against fraud related to IATA.

2. Additionally, to help strengthen your organization against **spam, spoofing[1] and phishing** attacks, we recommend implementing an email authentication protocol called "DMARC" (Domain-based Message Authentication, Reporting & Conformance). IATA has this implemented since 2017, and any emails not compliant with DMARC will be blocked.

3. IATA is also leading the air transport industry on a number of fraud prevention activities, and more details can be found on the IATA Website.

IATA's Support Channels

As IATA takes any abuse of its identity very seriously, we encourage you to share it with colleagues in your organization. Particularly those who are responsible for settling supplier invoices and providing confidential information to IATA.

For further questions or support on fraudulent activities relating to IATA, please contact us using the correspondent channels as follows:

1. **Email Fraud, Phishing, and Logo Misuse**
   www.iata.org/fraud-prevention
   Email: fraud.reporting@iata.org

2. **Card and Loyalty Fraud**
   www.iata.org/ifp
   Email: IFP@iata.org

Additionally, you can always direct any questions you have through our IATA Customer Portal.

Here, for you,
International Air Transport Association (IATA)

[1] Email accounts that are masked, so that the email seems to have been sent from a genuine IATA address with the "@iata.org" domain name