my**Account**

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

NAME
ADDRESS LINE 1
ADDRESS LINE 2
ADDRESS LINE 3
ADDRESS LINE 4
ADDRESS LINE 5
ADDRESS LINE 6

28 May 2020

Dear Customer,

I am concerned that your Revenue myAccount service may have been accessed by fraudsters, cyber-criminals or scam-artists and I wanted to make you aware of this concern, the possible serious implications for you and to set out some practical things you can do to minimise the extent of any fraud perpetrated against you.

Did you recently receive an SMS message saying you were entitled to a refund of tax? That was not a message from Revenue even though it was probably made to look like it was from us. It was from fraudsters.

Did the message provide you with a link purporting to be the Revenue myAccount log-in screen? Revenue would never provide such a link in a text message but that is what fraudsters do.

Did you follow this link, complete the screen and send on or submit your details? If so, the fraudsters will have captured your PPSN, Date of Birth and myAccount Password and possibly used them to log in to your Revenue myAccount, where they would gain access to your Banking Details (BIC, IBAN).

Did you have any follow up queries or requests for information on your credit card details? If so and you provided these details, the fraudsters unfortunately have your credit card details.

While Revenue's on-line systems are fully secure, these fraudsters often attempt to gain access to customer accounts by issuing random SMS text messages to customers suggesting that a tax refund is pending and pointing to a fraudulent link associated with false application or validation screen/s that must be completed before the alleged payment can be made. This practice is commonly known as 'phishing' or 'smishing'.

To mitigate any further threat to your personal information, Revenue has temporarily deactivated your 'myAccount' access. You can reactivate the account by changing your 'myAccount' password. This can be done by clicking on the forgot password link on the 'myAccount' login screen at www.revenue.ie

Revenue strongly advises that you immediately check your recent credit card transactions and contact your bank to cancel/change any accounts or credit cards that you may have provided to the fraudsters.

You should also contact the Department of Employment Affairs and Social Protection at PPSN@welfare.ie if you have concerns that your PPSN may be compromised.

Finally, it is very important to note the following:

- Revenue never contacts customers via text messages in the manner described.
- Never use a link that has been offered to you in the manner described to access Revenue's online services or indeed any other reputable agency.
- When using Revenue's online services always access through our website at www.revenue.ie
- Never divulge any personal or bank account information in the manner described if invited to do so.
- Never provide your 'myAccount' password if requested to do so.
- Never provide the answers to your 'myAccount' security questions if requested to do so.
- Remember Revenue already has your relevant information on file and never asks for details to be provided in the manner described.

Yours Sincerely,

Nuala Larkin,
Customer Service Manager