

Fraud Alert

tiaa

Fake emails sent to NHS staff regarding a National Insurance error

A member of staff at one of TIAA's clients has been targeted by fraudsters.

The email was purportedly sent from NHS ESR Customer Resolution Team from the email address: resolution@esrnhs.top **Note that the NHS would never use a .top domain**

The text in the email is as follows:



Dear Employee

An error has been detected with your National Insurance number on your Electronic Staff Record (ESR).

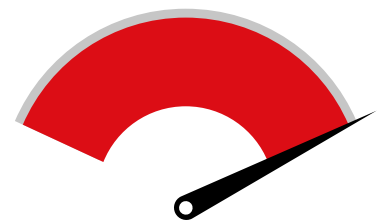
Please click on [Sign In](#) to ESR and check your National Insurance details so that your next payslip can be processed.

Kind Regards,

NHS ESR Customer Resolution Team

Case ID: ESR386727372101

NHS Copyright 2021



Status: Action Required

This alert provides information and advice to NHS employees about fraud and economic crime, and the risks associated with it.

If you have fallen victim to fraud or cyber-crime you should report it to Action Fraud by calling 0300 123 2040, or visit: <https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime>



How to protect your organisation from fraud:

- Stop and think before clicking on a link. These phishing links could install malware on to your device, such as viruses, spyware or ransomware.
- The link could also request personal or financial information. Do not provide these details unless you are absolutely sure that the source is genuine.
- If you have any queries about your payslip, contact your payroll team using a known contact method.

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For further discussion and support, including fraud awareness training services, contact:

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