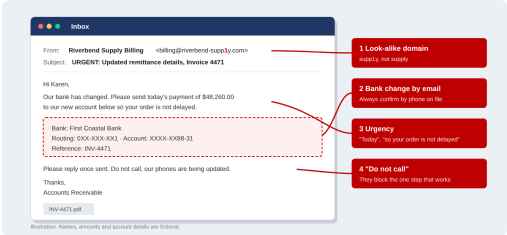
Pinnacle Computer Services
SOLUTIONS FOR BUSINESS

Microsoft

PAYMENT FRAUD · BUSINESS EMAIL COMPROMISE

The invoice looks right. The bank account is not.

Business email compromise cost U.S. victims more than $3 billion in 2025, according to the FBI's Internet Crime Complaint Center. It rarely involves a virus. A criminal gets into one mailbox, waits for a real invoice, and sends new payment instructions from an address that looks right.



Has your office seen any of these?

01 A vendor emails that their bank account has changed, with a payment due today.

02 An email from the owner asks someone to buy gift cards or send a quick wire.

03 A reply arrives from an address one letter off from a real vendor or client.

What Pinnacle puts in place

A call-back rule for bank changes

Any change to payment details is confirmed by phone at a number already on file, never the one in the email.

Multifactor on every mailbox

MFA and conditional access in Microsoft 365, so a stolen password alone does not open the mailbox.

Mailbox rule monitoring

Attackers hide replies with forwarding and delete rules. We watch for new rules and suspicious sign-ins.

Look-alike domain warnings

External-sender tags and filtering that flag domains imitating yours or your vendors'.

Staff who know the pattern

Short security awareness training so the person paying the bills recognizes the setup.

A plan for the bad day

If money moves, minutes matter. Call your bank, report it at ic3.gov, and we lock down the mailbox.

Why it matters: The call-back rule costs nothing and stops a fraudulent payment before it leaves. The technical controls make sure the criminal never gets the mailbox to begin with. We set up both for the clients we manage.

Check your office before the next invoice arrives.

Ask for a no-cost email security review. We will check MFA, mailbox rules and sign-in alerts in your Microsoft 365 tenant and give you a one-page call-back policy you can use the same day.

CALL PINNACLE
812-492-6565

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Loss figures: FBI Internet Crime Complaint Center, 2025 Internet Crime Report. The example email is an illustration; names, amounts and account details are fictional. Microsoft 365 is a trademark of Microsoft Corporation.