

## Alerts

### **Warning: Email misusing the name of Kiteleys Solicitors Limited**

9 September 2022

Emails have been sent misusing the names of Kiteleys Solicitors Limited and Lucy Norris requesting payment of funds.

#### **What is the scam?**

Emails have been sent that falsely claimed to be from Lucy Norris of Kiteleys Solicitors Limited relating to a conveyancing transaction.

The emails seen by the SRA asked the recipients if they can transfer funds to contribute to the purchase of their property.

The emails were sent from the email address of 'lucy.norris@kitelley.com' (note: the domain name incorrectly used an additional letter 'l' in the firm's name 'Kiteley' and, in contrast to genuine emails, ended with '.com').

The emails misused the names and/or contact details of a genuine firm and solicitor (see below).

Any business or transactions through the email address of 'lucy.norris@kitelley.com' is not undertaken by a solicitors' practice or an individual authorised and regulated by the SRA.

#### **Is there a genuine firm or person?**

The SRA authorises and regulates a genuine firm of solicitors called Kiteleys Solicitors Limited (SRA ID 401309). The firm has various offices, including one based at 1 East Borough, Wimborne, Dorset, BH21 1PA, which has a genuine telephone number of 01202 849242 and fax number of 01202 842098. The firm's genuine general email address is office@kiteleys.co.uk.

The SRA also authorises and regulates a genuine solicitor called Lucy Norris who is a solicitor at Kiteleys Solicitors Limited and whose genuine email address is lucy.norris@kiteleys.co.uk.

The genuine Lucy Norris and Kiteleys Solicitors Limited have confirmed that they have no genuine and intended connection to the emails referred to in the above alert.

#### **What should I do?**

When a firm's or individual's identity has been copied exactly (or cloned), due diligence is necessary. If you receive correspondence claiming to be from the above firm(s) or individual(s), or information of a similar nature to that described, you should conduct your own due diligence by checking the authenticity of the correspondence by contacting the law firm directly by reliable and established means. You can contact the SRA to find out if individuals or firms are regulated and authorised by the SRA and verify an individual's or firm's practising details. Other verification methods, such as checking public records (e.g. telephone directories and company records) may be required in other circumstances.

## **More information**

### **Update 16 September 2022**

The SRA has seen further emails that were sent from the email address referred to in the above alert ('lucy.norris@kitleleys.com').

The emails contain a link that the recipient is prompted to click on in order to access a 'secure file'. A concern is that the link may contain malware.

The genuine Kiteleys Solicitors Limited and Lucy Norris have confirmed that they have no genuine and intended connection to the emails referred to in the above alert.

### **Update 22 September 2022**

The SRA has been informed that an email has sent using the above email 'lucy.norris@kitleleys.com' attaching a supposed 'secure file transfer' misusing the 'Egress secure platform notification'.

The email provides several links. The concern is the links may contain malware.