

**Wednesday, 30 November 2016**

You may have received an email with the subject line 'merchant refund notification', claiming to be from us. This email is not from Bord Gáis Energy and we recommend you delete it immediately. Please note Bord Gáis Energy would never advise you of a refund through an automated email. If you have any concerns, please contact us on 1850 632 632.

**If I received the email, what should I do?**

1. *If you opened the email*

We recommend you delete the email immediately.

2. *If you opened the email, and clicked on the link*

We recommend you delete the email immediately.

3. *If you clicked the link and entered your card details*

We can confirm that the mail did not originate within Bord Gáis Energy and is not linked to any of our systems. If you have not already done so, we recommend you contact your bank directly as a matter of priority. We also recommend that you delete the email immediately.

We take information security and data protection very seriously and we are investigating the matter to fully understand what has happened.

**Helpful hints for email safety from Bord Gáis Energy**

Below are some helpful tips for staying safe when sending and receiving emails:

*The basics*

- Never open an attachment or click on a link if the email is received from an source you don't trust.
- Make sure your internet security software is up to date and switched on at all times.
- Never respond to emails asking for account, password, banking, or credit card information.

*Things we'll never do*

- We will never send unsolicited mails that ask for personal info or bank account/ credit or debit card details
- We will never email you to tell you that we're closing your account and requesting that you confirm details
- We will never advise you of a refund through an automated email

*Things we may do*

- We may send you a notification when your bill is available online
- We may send an email with information on Rewards offers
- Send you a survey to find out how we're doing

Remember the key to staying safe with email is to be vigilant. If you are in any doubt at all, delete it. If there's anything else call us on 1850 632 632. We're available 8am to 8pm Monday to Friday, or 9am to 5:30pm on Saturdays. We'll be happy to help.