

# Important information

## on how Squadron Energy will communicate with you

When working with Squadron Energy, you may experience attempts to trick you into thinking you're dealing with an official Squadron Energy team member or attempts to compromise your online accounts.

### Being cyber aware

Common techniques that may be used to attempt to defraud or scam you include:

- pretending to be someone you know or a business you know in hopes to gain personal or sensitive information from you (such as passwords, bank account information or credit card details)
- sending you correspondence that pretends to be from Squadron Energy, in hopes you will provide information or click on links or attachments within emails.

### Avoiding scams

We'd like to share the following tips with you to help you avoid falling victim to these scams:

1. We will never try to contact you using:
  - a personal email account such as Hotmail or Gmail
  - WhatsApp, WeChat or other messaging applications
  - Facebook, LinkedIn, X or other social media platforms
  - an overseas telephone number.
2. We will never ask for passwords or credit card information.
3. We will never ask for your bank details via SMS.

### Squadron communication

When we correspond with you:

1. Emails will only be sent from an email address ending in "squadronenergy.com".
2. Phone calls will only come from Australian numbers.

If you are in doubt about being contacted by someone claiming to be from Squadron Energy, please contact us using contact information from our website <https://www.squadronenergy.com/contact>



### Helpful resources

The following information can also help to further protect you and be more cyber aware:

- set strong and unique passwords across all of your online accounts
- use [multi-factor authentication](#) where possible
- keep on top of current scams through the [National Anti-Scam Centre ScamWatch website](#).

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