

COMMUNIQUE

ALERT: FRAUDULENT EMAILS AND IMPERSONATION ATTEMPTS PURPORTING TO ORIGINATE FROM THE FSC

The Financial Services Commission, Mauritius (FSC) wishes to alert its licensees, stakeholders and the members of the public to multiple reported cases of fraudulent emails/correspondences purportedly originating from the FSC and emanating from persons who are misrepresenting themselves as officers of the FSC.

These emails/correspondences are designed to mislead recipients with the aim of obtaining sensitive information, prompt unauthorised payments, and/or to facilitate malware infection and other forms of cyber-enabled fraud.

Licensees, stakeholders and the members of the public are therefore urged to remain vigilant and to ensure that appropriate verification processes are applied before acting on any such suspicious communications.

How to identify suspicious communications

A communication should be treated as suspicious where it displays one or more of the following characteristics (non-exhaustive):

1. **Sender address anomalies:** the email address appears to include "fscmauritius.org" but is in fact routed via an external domain or contains additional, unrelated domain elements. *Example:* `katrin.saar@fscmauritius.org.csv.cliopost.com` (which is not the official email address of the FSC).
2. **Unexpected or unusual requests:** requests for login credentials, one-time passwords (OTPs), banking details, invoices, or payment instructions.

3. **Urgency or pressure:** language intended to compel immediate action (for example, "urgent", "final notice", or "immediate compliance required").
4. **Suspicious links or attachments:** hyperlinks that do not clearly direct to official FSC channels, or attachments that are unexpected or inconsistent with prior correspondence.
5. **Inconsistencies:** unusual tone, formatting, spelling, or discrepancies in the purported sender's role, signature block, or contact details.

What to do if you receive such a suspicious email/correspondence

Where there is any doubt as to the authenticity of any email/correspondence emanating from the FSC, licensees, stakeholders and members of the public should:

1. Not respond to the email/correspondence.
2. Not click on any links and/or open any attachments.
3. Verify independently using a trusted channel (through the FSC's official contact details available on its website or a previously validated contact detail of the FSC).
4. Seek assistance from relevant IT team or cybersecurity team to assess the suspicious communication and advise on appropriate next steps.
5. Seek assistance from relevant IT or cybersecurity team for appropriate remedial measures to be undertaken in accordance with the organisation's established policies if a link has been clicked, an attachment has been opened, or information has been disclosed.
6. Report the matter to the FSC using the reporting channels available on the FSC's website or through a previously validated contact detail of the FSC.

Expectations regarding internal controls and awareness

The FSC strongly encourages its licensees to maintain robust internal controls to mitigate impersonation and phishing risks and to ensure that its employees are suitably trained to identify any suspicious communications and that appropriate verification processes are

applied consistently, particularly where communications involve sensitive information, changes to payment instructions, or time-critical requests.

Important clarification

The FSC does not request passwords, OTPs, or confidential authentication details by email. Any message making such a request, or seeking to prompt urgent financial action, should be treated as suspicious unless independently verified through trusted channels.

Licensees, stakeholders and the members of the public are encouraged to independently verify the authenticity through trusted channels of the FSC before acting to any such suspicious communications.

23 January 2026

About the FSC Mauritius

The FSC Mauritius is the integrated regulator for the non-banking financial services sector and global business.

The vision of the FSC Mauritius is to be an internationally recognised financial supervisor committed to the sustained development of Mauritius as a sound and competitive financial services centre.

In carrying out its mission, the FSC Mauritius aims to promote the development, fairness, efficiency and transparency of financial institutions and capital markets in Mauritius; suppress crime and malpractices so as to provide protection to members of the public investing in non-banking financial products; and ensure the soundness and stability of the financial system in Mauritius.

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