

EN

Fraud Prevention

Stay alert and protect your payments

Payments on the Growceanu platform are powered by ConnectPay, a licensed European Electronic Money Institution. Together, we want to keep you safe.

Fraud is getting smarter — but so can you. Knowing what to look out for helps keep your money and personal details secure.

Common fraud tactics

Fraudsters may try to trick you with:

- **Phishing** — fake emails or messages that look like they're from trusted companies
- **Phone scams** — urgent calls asking for sensitive information or money transfers
- **Investment traps** — promises of quick profits with little or no explanation
- **Invoice scams** — payment requests with changed bank details or fake suppliers
- **CEO fraud** — messages pretending to be from executives, pressuring you to act urgently

Learn more about fraud types and how to protect yourself: [ConnectPay's fraud prevention guide](#).

Red flags to watch out for

- Unexpected requests for money, account details, or passwords
- Messages or calls that pressure you to act fast
- Unfamiliar logins, missing funds, or suspicious payment requests
- Anyone asking you to break the rules "just this once"

If something feels off, pause and double-check before taking any action.

How to stay safe

A few simple habits make a big difference:

- Use strong, unique passwords for your Growceanu account
- Enable two-factor authentication (2FA)
- Keep your apps and devices updated
- Never share sensitive information over email or phone
- Always verify payment details through trusted, official channels

More tips on protecting your account: [ConnectPay's security guidelines](#).

Notice something suspicious?

If you spot anything unusual connected to your payments or account, don't wait. Report it immediately — it helps protect you and other users.

Contact our support team

Email: support@growceanu.com