



Steps to take if your email account appears compromised

If you suspect your email account has been compromised, **act immediately** by following these steps:



1. Secure Your Account

- **Change your password immediately**
— make it long, unique, and not reused anywhere else.
- **Check recovery details**
(backup email, phone number) and remove anything unfamiliar.
- **Review recent logins or activity** in your email provider's security settings and log out any devices you don't recognise.



2. Inform Your Contacts

- Send a follow-up email (from your now-secured account) to your contacts explaining that your account was compromised. (See page 2)
- Advise them to **ignore and delete any suspicious messages** they may have received from you.



3. Clean & Monitor

- Check your **Sent folder, Rules, and Forwarding settings**
— attackers often create hidden rules to auto-forward or delete emails. Remove anything suspicious.
- Run a **full antivirus/anti-malware scan** on all devices used to access your email.
- **Update passwords** on any other accounts where you used the same login details (especially banking, cloud storage, or business apps).



4. Report the Incident

- **Contact Kaizen Helpdesk immediately** to log a support ticket.
- Notify your **Senior Leadership Team** within your business.
- If sensitive or regulated data was exposed, follow your company's **legal/compliance reporting requirements**.



5. Stay Vigilant

- Watch for unusual login alerts or password reset attempts.
- Be cautious about unexpected follow-up emails
— attackers may attempt further scams.

Sheffield

The Courthouse,
2 to 6 Townend Road,
Sheffield, S35 9YY

London

Kings Cross Business Centre,
180 to 186 Kings Cross Road,
London, WC1X 9DE

kaizenit.co.uk

0345 141 1400

hello@kaizenit.co.uk



Here's a suggested email to inform your contacts...

Subject: Please Ignore Previous Email
– My Account Was Compromised

Dear [Name],

Earlier today, my email account was compromised, and you may have received a suspicious message from me. Please do not click any links or download any attachments from that message, as it was not sent by me.

I have now secured my account and taken steps to prevent this from happening again. You can safely delete the phishing email.

I sincerely apologise for any inconvenience or confusion this may have caused. Thank you for your understanding and for remaining cautious.

If you have any concerns, please feel free to reach out to me directly.

Best regards,

[Your Name]

[Your Position]

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