

# INTEL SUISSE

Global Financial Investigators & Asset Recovery  
London - Geneva - Singapore  
[www.intel-suisse.com](http://www.intel-suisse.com)

18 August 2021

## Intel Suisse wins award for client from UK bank

Intel Suisse has concluded a case successfully whereby a Swiss client had a money transfer diverted and wrongfully withdrawn from a UK bank.

The client's email was hacked using a number of bogus web-sites and near-identical emails, to intercept international transfers being made to the UK. The UK bank in question sat on funds for almost a month before finally releasing the transfer, which immediately was subjected to a “Starburst” - 100's of small transfers out to different recipients all over the UK in a matter of hours (according to UK's Kent police).

The account used for the Starburst was owned by a compromised under-age person, who was exploited to enact this operation using her bank account.

Using the UK's Action Fraud & local police forces, then the Financial Ombudsman, which has the ability to assess and issue legally-binding decisions, 3 facts supported the case :-

- the UK bank sat on funds for almost a month before allowing the transfer, suggesting that it was aware of a mismatch between the account name and the IBAN used.
- The account holder, a young girl, was not in the habit of receiving large sums of money from Switzerland (or any other foreign country).
- Intel Suisse's client had no relationship with the bank, and hence no KYC or past history existed to suggest the client had any banking relationship with this particular UK bank.

**After investigating the case and presenting evidence plus a chronology of events to UK law enforcement and the Financial Ombudsman, the UK bank was mandated to return all funds plus interest to Intel Suisse's client, and complied in full.**

For more information :- [www.intel-suisse.com](http://www.intel-suisse.com)