

The day-after checklist

Close the evidence, reporting, client-contact, and escalation loops.

- 1 WRITE THE REGISTER ENTRY**
Record the trigger, action, escalations, external report references, and outcome.
- 2 PRESERVE THE EVIDENCE**
Keep emails, numbers, notes, recordings, and Vericode record references with the incident file.
- 3 LODGE EXTERNAL REPORTS**
Record Scamwatch, ReportCyber, bank, police, insurer, or SMR references where applicable.
- 4 CONTACT THE CLIENT SAFELY**
Use a known-good channel from the firm's existing records, not details supplied during the incident.
- 5 CHECK ESCALATION CONTACTS**
Confirm the compliance officer, office admin, bank, and insurer details are current.
- 6 CHECK FOR A PATTERN**
Ask whether this client record, matter, or payment instruction has been targeted before.

INCIDENT / MATTER REFERENCE _____

COMPLETED BY / DATE _____