



SCAM PREVENTION GUIDE FAQ



A United Rentals Company

Always check our websites [AU] www.royalwolf.com.au or [NZ] www.royalwolf.co.nz for the latest update on scammer information.

Important information for customers about scams and fraud activities:

The shipping container industry in Australia is currently reporting a high incidence of scammers impersonating legitimate companies to steal thousands of dollars from unsuspecting customers.

At Royal Wolf, we are aware of multiple occasions where scammers have set up fake Facebook pages, websites, email addresses, phone numbers and invoices in an attempt to impersonate our company. When we detect such fraudulent activity, our immediate response is to report it to the appropriate authorities, which include Crime Stoppers NSW, Scamwatch (Australia) & Customer Protection (New Zealand), META (Facebook), hosting companies and/or domain name providers to remove the fraudulent pages from the public domain as quickly as possible.

Despite our vigilant efforts, new scams continue to emerge, making it a challenge to completely eradicate them. Therefore, it is of utmost importance that you remain vigilant and safeguard your interests. If you are in any doubt, please

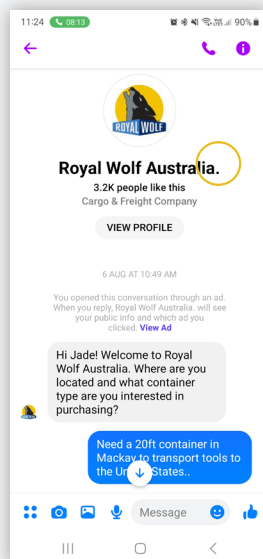
call Royal Wolf on [AU] 1300 671 700 or [NZ] 0800 266 824 or email us at apacmarketing@ur.com.

We've assembled the following guidance to help you steer clear of falling victim to scams:

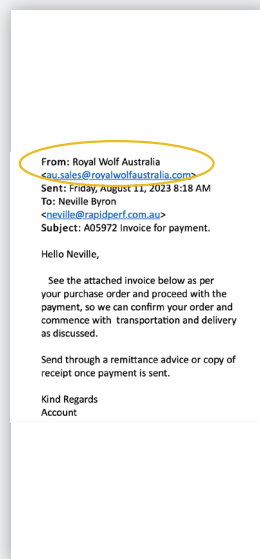
1. Stay informed about the most recent fraudulent activities posing as Royal Wolf by visiting www.royalwolf.com.au/scams for Australia and www.royalwolf.com.nz/scams.
2. Prior to sending an enquiry via email, it is essential to verify the email address provided in the advertisement. Our official Australian email addresses will consistently employ the domain name @UR.com. Also note that scammers tend to have a preference for using Messenger rather than email or phone calls.
3. Please keep in mind that our ability to offer guidance on scams is contingent upon our awareness of them. Therefore, we strongly advise against paying any funds or sharing personal or other information until you have verified that you are indeed engaging with the official Royal Wolf and not a fraudulent entity.

Prior to making a call to the advertised number, it is essential to verify the phone number. Please note that our official phone number, utilised in social media and other digital campaigns, consistently remains as 1300 671 700 for Australia & 0800 266 824 for New Zealand.

PHISHING FACEBOOK MESSENGER AND EMAILS REFERENCING ROYAL WOLF EMAIL ADDRESS



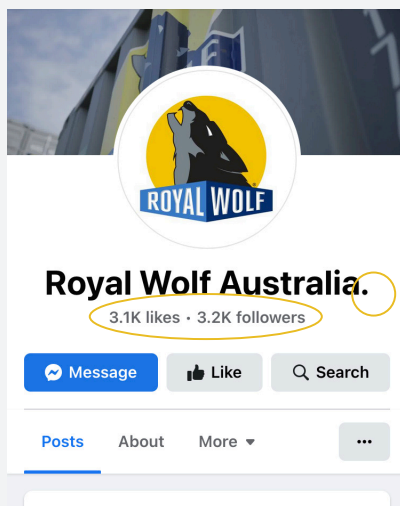
Real Royal Wolf Australia Facebook Page does not have a full stop at the end.



Real Royal Wolf Australia emails are @ur.com.

4. It's essential to verify the website URL that you've accessed through an advertisement. Our official Australian website is www.royalwolf.com.au and our NZ website is www.royalwolf.co.nz. We are aware of scammers who have acquired similar domain names with minor misspellings, like royalwolfs.com.au. Therefore, it's crucial to exercise meticulous scrutiny when inspecting website addresses to detect counterfeit domains.
5. Always check the number of Followers and Likes on a promoted Facebook page. New fake pages often have a low number of Followers and Likes where the Royal Wolf Australia page has over 20K Followers and Likes and the New Zealand Facebook page has 11K Followers and 11K Likes.
6. **Facebook:**
 - Fake social media accounts often copy a small number of posts from Royal Wolf's official page. If there are only a few posts on the page, do not trust it as it will be a fake account.
 - Checking the Contact Us and Message buttons on a Facebook page is another useful way to determine whether the page is authentic. Quite frequently these buttons do not work on fake accounts whereas they will always work on the official Royal Wolf page.
 - Fake social media accounts often do not look as professional as the official account. They may contain low resolution images and have posts that contain poor grammar and misspellings. If in doubt, please take a screenshot of the page and email it to apacmarketing@ur.com.

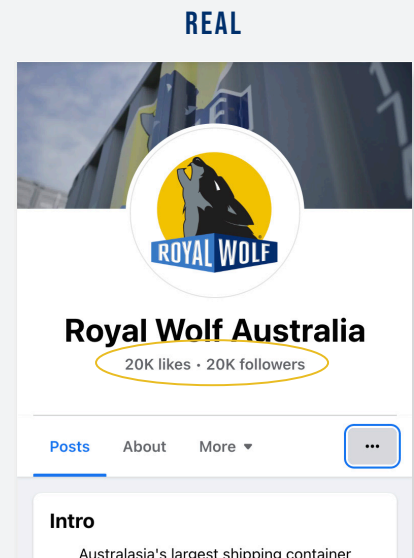
Some typical fake examples below, but always check out our websites [AU] www.royalwolf.com.au or [NZ] www.royalwolf.co.nz for the latest update on scammer information



The real Royal Wolf Facebook page does not have a full stop.



The real Royal Wolf Facebook page is Royal Wolf Australia and has 20K followers.



Real Royal Wolf Facebook page.

7. If you receive a call from someone after responding to an advertisement, we recommend disconnecting the call and dialing them back at (AU) 1300 671 700 or (NZ) 0800 266 824. This precaution ensures that you are in contact with an official representative of Royal Wolf rather than a potential scammer.
8. If you receive an email following a phone call, please refrain from using the "Reply" button to respond. Instead, meticulously inspect the email address to confirm it bears the @UR.com domain, as specified in point 2 earlier. Subsequently, forward the email to the authorised Royal Wolf email address.
9. Royal Wolf uses Facebook messenger as a communication channel with our customers but we will NEVER transact with you over Facebook messenger.

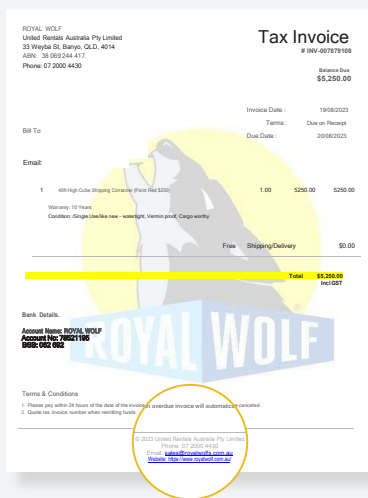


10. Always be cautious if the price of a container promoted in an ad seems too good to be true. Scammers often promote exceptionally low prices to encourage you to act quickly to secure an incredible deal. Check the authenticity of any special offers you receive by calling Royal Wolf on (AU) 1300 671 700 or (NZ) 0800 266 824.
11. It is important to understand that scammers are highly manipulative and can even issue branded invoices with the Royal Wolf logo to look legitimate. These invoices will include the scammer's bank account details and once your money has been deposited into the scammer's account, it can be virtually impossible to recover the

funds. If you receive an invoice claiming to be from Royal Wolf, it should look like the official Royal Wolf invoice below:

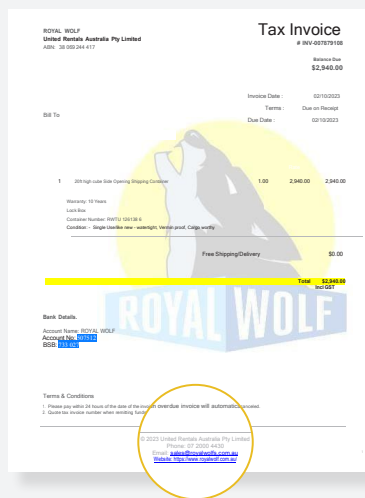
12. There have been instances of fraudulent Facebook pages associated with recruitment scams. If you come across any solicitations for personal identification information or credentials, such as copies of your passport, driver's license, birth certificate, Medicare card, or any other documentation, we strongly advise against providing these details. It is critical to emphasize that Royal Wolf will never request such sensitive personal information from you over Facebook.

INVOICE SCAM



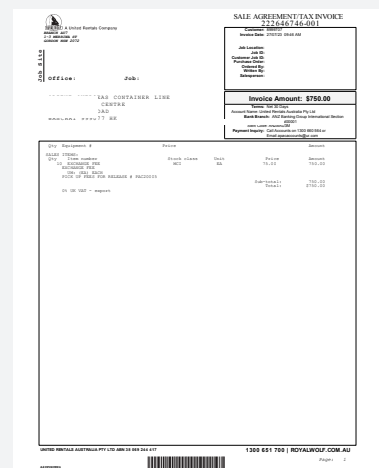
Real email address is sales@UR.com and real domain name is royalwolf not royalwolves.

INVOICE SCAM



Fake email & phone number: sales@royalwolves.com.au 07 2000 4430

OFFICIAL ROYAL WOLF INVOICE



Real Royal Wolf Invoice is in black and white.

13. If you believe you may have been scammed, keep records of all contact and communications and report suspected scams to both Scamwatch and Royal Wolf at:
 - Scamwatch [AU] at www.scamwatch.gov.au/report-a-scam
 - Royal Wolf Scams [AU] at www.royalwolf.com.au/scams
 - NSW Crime Stoppers [AU] nsw.crimestoppers.com.au
 - Scamwatch [NZ] at www.consumerprotection.govt.nz/general-help/scamwatch
 - Royal Wolf Scams [NZ] at www.royalwolf.co.nz/scams
 - Screenshots of ads, URLs of fake websites, copies of emails and documentation of all phone or text conversations may provide the evidence investigators need to prevent scammers from stealing from other innocent people by impersonating the Royal Wolf brand.
14. Please save the link to our website scam page www.royalwolf.com.au/scams or www.royalwolf.co.nz/scams to your phone to have it readily available in case you need to verify the authenticity of any social media page or digital media campaign. This information is applicable to any business you are communicating with online and could prevent you or someone you know from losing thousands of dollars by responding to a scam.

