Crewing Bulletin
ShipMoney

All Crewmembers

PROTECTING YOUR SHIPMONEY ACCOUNT

Protect your ShipMoney account from cybercriminals and avoid the hassle of having to replace your card:

- Exercise caution when surfing the web; only visit secure websites.
- Shop with reputable online retailers that have secure websites.
- Never click on links in email or social messaging platforms asking you to verify or recover your ShipMoney account. ShipMoney communicates with its customers via the online portal.
- Never give your card number, expiry date and CVV to anyone, whether via text, phone call, instant message or email.
- Beware of scam emails that threaten to interrupt your account access and ask you to verify your account through links.
- Avoid logging into your ShipMoney account through a link. Use the ShipMoney app or type the web address in your web browser when accessing your account.
- Check your account regularly; watch out for unfamiliar/ suspicious transactions.

If you spot any unfamiliar or suspicious transaction in your account, reach out to ShipMoney:

ShipMoney Customer Service:
+1 513 354 8931

Online Help:
https://customersupport.shipmoney.com/support.cfm