Mozout

Generated on 13/11/2026 19:36

KNOWLEDGE BASE · PUBLIC DOCUMENT

# Lookalike addresses used to fool your customers: spotting them and what to do

Security

CODE
**RLX-MZ-KB-2423**

VERSION
**v2026.11.13**

COUNTRY · LANGUAGE
**Mozambique · English**

**MozOut Mozambique**
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/2423

# Lookalike addresses used to fool your customers: spotting them and what to do

Security Created on **November 13, 2026** 3 min read



**The short answer:** a scammer registers a domain almost identical to yours (one letter swapped, an extra hyphen, another extension) and writes to your customers as if they were your company, nearly always to **change the bank details** for a payment. SPF, DKIM and DMARC do not stop it, because the domain is theirs and correctly set up. The defence is different: **read the address carefully**, **confirm by phone** any change of payment details and **warn customers** before it happens.

## What lookalike addresses look like

| Trick | The real one | The fake |
|---|---|---|
| **Letters that blur together** | `yourcompany.co.mz` | `yourcornpany.co.mz` ("rn" looks like "m") |
| **An extra hyphen or letter** | `yourcompany.co.mz` | `your-company.co.mz`, `yourcompanys.co.mz` |
| **Another extension** | `yourcompany.co.mz` | `yourcompany.org.mz` |
| **The right name, a free webmail domain** | ana@ at the company | the company name on some free address |

## Signs of a fake message

1. **It asks you to pay into a new account**, "because we changed banks".
2. **It is in a hurry**: "today without fail", "or the service will be cut off".
3. **The address is almost the usual one**, or the Reply-To differs from the sender: **what Reply-To is**.

4 **It continues a real conversation.** Sometimes the scammer has read old messages and replies within the same subject. A familiar subject proves nothing.

## What to do

1 **Confirm by phone**, on a number you already had (not the one in the message), any request to change bank details.

2 **Warn customers in writing, in advance:** a line on invoices and in your signature, such as "We never change our bank details by e-mail".

3 **Register the most obvious variations** of your domain, especially the other extension. A domain you hold cannot be used against you.

4 **Report the fake domain.** If the site or domain is with us, use **report abuse**. If not, **WHOIS** shows who manages it, so you can send them the complaint.

! **If a customer has already paid into the wrong account,**
the first call is to their bank, as fast as possible. Then keep the messages with their full headers, which are the evidence for the bank and the police.

**It may also be your mailbox.**
If the scammer knew real conversations and amounts, someone may have read your mail. Change passwords and check forwarders: **what to do when the account was hacked**. For other channels, see **fake WhatsApp messages**.

RECOMMENDED

Want to protect your name? Register the variations of your domain before someone else does.

Search for a domain →

SEE ALSO

- How to recognise a phishing e-mail or message, and what to do if you clicked →
- Someone is sending e-mail in the name of your domain: what SPF, DKIM and DMARC do about it →

- Replies going to the wrong address: setting Reply-To in webmail and Outlook
- Fake WhatsApp messages in your company name: protecting customers from scams
- Everyday e-mail habits for a business: To, Cc and Bcc, reply all, subjects and attachments
- Your e-mail account has been hacked: what to do in the first hour

Mozout

**MozOut Mozambique**

RLX Holdings, S.A. · Group RLX Holdings

| | |
|---|---|
| TAX ID (NUIT) | 401 191 607 |
| LEGAL ENTITY NO. (NUEL) | 105 045 974 |
| ECONOMIC ACTIVITY CODE (CAE) | 62022 |
| REGISTERED OFFICE | Bairro 7 de Setembro<br>Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique |
| CONTACT | info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz |
| OPENING HOURS | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed |

Online version of this document

RLX-MZ-KB-2423 · v2026.11.13 · Generated on 13/11/2026 19:36