

Important Fraud Alert: FAQs & Next Steps for Affected Individuals



At **Radiant Real Estate Services**, your trust is our top priority. We have recently been made aware of fraudulent activity involving the unauthorized use of our **company name, logo, phone number, and address** to send fake invoices and attempt to charge individuals' credit cards. We are actively investigating this matter and are working with legal authorities to stop this fraudulent behavior. Please review the following FAQ to understand what's happening and how you can protect yourself.

Frequently Asked Questions (FAQ)

1. Is Radiant Real Estate Services charging my card or sending invoices?

No. Radiant Real Estate Services has **not authorized** any charges or invoice requests unless you are an established client with a verified agreement in place. Any unsolicited charges or invoices using our name are fraudulent.

2. How do I know if I've been targeted?

- You received an invoice or payment request from a company using our name/logo, but you've never done business with us.
- You noticed suspicious charges on your credit card or bank account labeled "Radiant Real Estate Services."
- The invoice or email contains urgent payment requests or unusual payment methods (e.g., gift cards, cryptocurrency).

3. What should I do if I received a suspicious invoice or charge?

- **Do not respond** to the message or click any links.
- **Do not send payment.**
- **Report the charge** to your bank or credit card company immediately.
- **Forward the fraudulent message or invoice** to frauddepartment@radiantrealestateservices.com for documentation.
- **Report the incident** to the Federal Trade Commission (FTC) at <https://reportfraud.ftc.gov>.
- You can also file a complaint with the **Internet Crime Complaint Center (IC3)** at <https://www.ic3.gov>.

4. Is my information safe with your company?

Yes. We have no indication that our systems or customer data have been compromised. This appears to be a case of **brand spoofing**, where scammers use publicly available business information to impersonate legitimate companies.

5. What is Radiant Real Estate Services doing about this?

- Investigating the situation with legal and cybersecurity experts.
- Reporting all fraudulent activity to appropriate authorities.
- Implementing additional protective measures and monitoring brand misuse.

6. How can I verify if communication is truly from your company?

Genuine communications from Radiant Real Estate Services will:

- Come from our **official domain**: @radiantrealestateservices.com
- Reference a **known transaction** or client relationship.
- Never demand urgent or unusual forms of payment. If in doubt, please **call us directly** at **706-610-0182**.

Next Steps for Affected Individuals

1. **Contact Your Financial Institution** – Dispute unauthorized charges and monitor your account.
2. **Report the Fraud** – File a report with the **FTC** or **IC3**.
3. **Save All Correspondence** – This may be helpful for investigations.
4. **Notify Us** – Email suspicious activity to frauddepartment@radiantrealestateservices.com.

We're Here to Help

Please know that **Radiant Real Estate Services does not take this lightly**, and we are committed to protecting our community, clients, and brand.

If you have any questions or need help verifying communications, don't hesitate to reach out.

Contact Us: 706-610-0182

Email Us: info@radiantrealestateservices.com

Visit: radiantrealestateservices.com