WARNING: PHISHING

Security Alert: Phishing and Identity Theft

Fraudulent messages can appear very convincing and may contain familiar booking or company details. Please check unexpected messages with particular care.

A) WhatsApp / Private Messages Regarding Hotel Reservations

A message refers to an existing reservation and asks you to open a link, confirm personal details or make a payment.

Typical warning signs:

- Sunstar does not use private messages or WhatsApp messages to make such requests.
- Time pressure or threats of cancellation.
- The link does not lead to an official or expected communication channel.

B) Fraudulent Emails to Hotel Guests

An email impersonates the hotel or a booking partner and requests payment, credit card details or renewed verification.

Typical warning signs:

- Carefully check the sender's email address and domain.
- Unexpected payment requests or unusual links.
- Familiar names, hotel details and travel information do not prove that a message is genuine.

C) Fake Orders to Suppliers and Business Partners

Unknown individuals use the name of the Sunstar Group or members of its executive management to place fraudulent orders or request quotations.

Typical warning signs:

- The email does not originate from an official @sunstar.ch address.
- The billing address is correct, but the delivery address is different or unfamiliar.
- Unusually large orders, enquiries from new customers or exceptional time pressure.

How to Protect Yourself

Do not respond. Do not open suspicious links or enter any personal, credit card or payment details.

Check the sender. Suppliers should only accept Sunstar orders originating from official @sunstar.ch email addresses.

If in doubt, verify. Contact the Sunstar hotel you booked or Sunstar directly using the official contact details provided on sunstar.ch before making payments, sharing information or shipping goods.

Note: The examples illustrate typical fraud patterns. Fraud attempts can take many different forms and are constantly evolving.

Sunstar
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