

Real Estate InfoSec Roundtable Plan

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Purpose & outcomes

Each roundtable gives 6–10 agents and staff 90 minutes to talk through how information is lost or stolen in a real estate deal, and leaves them with three habits they start using the next day. The anchor fact: the FBI's 2025 IC3 report logged 12,368 real estate fraud complaints and \$275.1M in losses, up from \$173M in 2024 ([HousingWire](#), [NAR](#)).

By the end of each session, participants will:

1. Name the three points in a transaction where attackers insert themselves (inbox, wire instructions, client data).
2. Commit to call-back verification on every wire or payment-detail change.
3. Know exactly who to call and what to do in the first hour after suspected fraud.
4. Share one gap in their own workflow that the brokerage can fix.

For you, the sessions double as a lightweight risk assessment: the gaps people name feed an action list for the broker.

Format & logistics

Run it as a conversation, not a presentation: no more than 10 minutes of you talking in any stretch.

Item	Recommendation
Group size	6–10 people; mix agents, transaction coordinators and office staff
Length	90 minutes, over coffee or lunch
Cadence	3 sessions across the office, then one refresher per quarter
Room	Round table or U-shape, no projector needed; one flip chart

Item	Recommendation
Host role	You facilitate; ask the broker to open with 2 minutes on why it matters
Materials	One-page handout per person, sticky notes, printed tabletop scenario cards
Ground rules	No names of clients, no blame for past incidents, stories stay in the room
Invite	Send 2 weeks out; ask each person to bring one "that email looked weird" story

Pre-work for you: ask the broker which email platform, transaction software and e-signature tool they use, and whether they have a written wire-fraud policy. That lets you tailor examples.

90-minute agenda

Time	Block	What happens
0:00–0:10	Welcome & hook	Broker opens. You share one real closing-fraud story and the \$275M figure. Ground rules.
0:10–0:25	Story round	Each person shares a suspicious email, text or call they've had. Capture themes on the flip chart.
0:25–0:50	Guided discussion	Work through 3–4 of the topics below, picked from what surfaced in the story round.
0:50–1:10	Tabletop scenario	Small groups of 3–4 walk through the wire-fraud scenario and report back.
1:10–1:20	Gap check	Sticky notes: "One thing in our process that worries me." Group and rank them.
1:20–1:30	Commitments & close	Walk the handout. Each person says the one habit they'll start this week.

Discussion topics & prompts

Pick 3–4 per session. Each has a real-estate angle and an open question to get people talking.

Topic	Why it matters in real estate	Prompts
Wire fraud & business email compromise	Attackers spoof the title company, lender or agent and send new wire instructions near closing. BEC losses hit \$3.04B in 2025 across all industries.	Who in a deal can change wire instructions? How would a client know an email really came from us?
AI-powered impersonation	IC3 logged 22,000+ AI-related complaints in 2025; emails, voices and even video can be faked.	Would you recognize a cloned voice of your broker? What's our "safe word" or call-back rule?
Client data protection	Agents hold IDs, bank statements, pre-approvals and SSNs in email, phones and cloud drives.	Where does client paperwork live on your phone right now? When do we delete it?
Mobile & public Wi-Fi	Agents work from open houses, cars and coffee shops.	Who uses personal phones for client texts? Is MFA on your email and MLS login?
Seller impersonation & title fraud	Fraudsters pose as owners of vacant land or rentals to "sell" property they don't own.	What's our check when a seller won't meet in person or video?
Lockbox, showing & listing security	Listing photos and showing schedules reveal when homes are empty and what's inside.	Do our listing photos show safes, alarm panels or valuables?
Rental & listing scams	Scammers copy listings to take deposits from renters and buyers.	How do we spot and report a hijacked listing?

Topic	Why it matters in real estate	Prompts
Incident response	Recovery odds drop fast; IC3's Recovery Asset Team froze \$679M of \$1.16B in attempted thefts in 2025 when reported quickly.	If a client wires to the wrong account, who calls whom in the first hour?

Sources: [HousingWire on the 2025 IC3 report](#), [FBI 2025 IC3 Annual Report](#).

Tabletop scenario: "The Friday Wire"

Hand each group one inject at a time, about 5 minutes apart. Groups answer the question on each card before seeing the next.

- 1. Wednesday, 3 days before closing.** Your buyer forwards an email from "the title company" with updated wiring instructions and a note that the old account is being audited. The logo and signature look right. *What do you tell the buyer?*
- 2. Thursday.** The buyer calls the number in that email to confirm. A friendly person confirms the new account. *Is the buyer safe? What number should they have called?*
- 3. Friday, 10 a.m.** The real title company calls: they haven't received the funds. The buyer wired \$180,000 yesterday. *Who do you call first, second and third? What do you tell the buyer?*
- 4. Friday, 2 p.m.** You notice a mail rule in your own inbox forwarding anything with "closing" to an outside address. *What does this mean, and who else is at risk?*

Debrief points:

- Only verify using a number from an independent, known source, never from the email itself.
- In the first hour: buyer calls their bank to request a recall, file at ic3.gov, notify title and the broker, call local FBI field office.
- The mail rule means the agent's account was compromised: reset password, turn on MFA, check other open deals, notify IT.

Facilitator checklist & follow-up

Two weeks before

- ☐ Confirm date, room and attendee list with the broker
- ☐ Learn their email, transaction and e-signature platforms
- ☐ Send the invite with the "bring one story" ask

Day of

- ☐ Print handouts, scenario cards (one inject per card) and sticky notes
- ☐ Flip chart set up with three columns: Inbox · Money · Client data
- ☐ Assign a note-taker (not you)

Within one week after

- ☐ Send a thank-you with the handout PDF and the top 3 gaps raised
- ☐ Give the broker a short action list: gap, suggested fix, owner
- ☐ Log attendance and themes for the next session's opener
- ☐ Schedule the quarterly refresher

Measures of success: attendance, number of gaps surfaced, broker actions closed within 60 days, and whether a written call-back verification rule exists by the next session.