Trust and Safety

Mosta · Last updated 2026-11-11

Fraud & Security Centre

Protecting you is our priority. If you believe your account has been compromised or you have encountered suspicious activity, act immediately using the contacts below.

Report Suspicious Activity

Licensed companies	The companies identified on the Licensing page at https://legal.mosta.io/v4/licensing
Email	support@mosta.io
Website	https://mosta.io

To report suspected fraud, email us with:

- Your name and client ID
- A description of the suspicious activity
- The date and amount involved (if applicable)
- Any relevant screenshots or transaction IDs

Escalate to Regulators

Authority	Phone	Website
Canada — FINTRAC	1-866-346-8722	fintrac-canafe.gc.ca/reporting
Canada — Canadian Anti-Fraud Centre (CAFC)	1-888-495-8501	antifraudcentre-centreantifraude.ca
United States — FinCEN	1-800-767-2825	fincen.gov/resources/reporting
United States — CFPB	1-855-411-2372	consumerfinance.gov/sending-money

How to Stay Safe

We will never:

- Call or email you asking for your password, PIN, or one-time passcode
- Ask you to send money to "verify" your account or reverse a transaction
- Pressure you to act immediately without time to verify

Watch out for:

- Phishing emails — fake emails impersonating Mosta or the licensed companies asking you to click a link or confirm account details. Always check that the sender's email domain ends in @mosta.io
- Impersonation scams — someone posing as an agent of Mosta or the licensed companies, a government official, or law enforcement asking you to transfer funds urgently
- Romance or investment scams — being asked by someone you have met online to send money through the Platform on their behalf
- Unauthorized transactions — any transaction on your account that you do not recognise

If You Think You've Been Scammed

Act quickly — time matters with financial fraud:

1. Stop all transfers — do not send any further funds
2. Contact us immediately at support@mosta.io
3. Change your password and two-factor authentication settings through the Mosta app or website
4. Report to the Canadian Anti-Fraud Centre at 1-888-495-8501 or antifraudcentre-centreantifraude.ca
5. Report to local police and obtain a case reference number
6. Contact your bank if your bank account or card was used

Verify You Are Talking to Us

If you receive an unexpected call or message claiming to be from Mosta or the licensed companies and you are unsure it is genuine, do not reply, and contact us directly using the details at the top of this page.

Our only official contact channels are:

- Emails from the @mosta.io domain
- Website: https://mosta.io