

# Spam Enquiries

## What is spam?

Spam emails are unwanted mass messages, sent indiscriminately to lots of recipients. Generally spam can be identified as:

- Indiscriminate mass emails
- Dishonest, suspect or fraudulent proposals
- Phishing sites or practices

## What isn't spam?

Emails directed to you or your company, newsletters and account updates are not spam. Emails that fall under these categories are not considered spam as they are not malicious or fraudulent.

## How do I know if an email lead is a spam?

It is almost impossible to know from an initial enquiry whether or not an email is spam. You should never assume an email enquiry is spam by the email address or message alone. Remember English may not always be the first language of those enquiring to you.

All leads should be responded to in a polite and timely manner, regardless of the nature or apparent quality of the query. It is the responsibility of the advertisers to qualify all leads that come through the site. We strongly recommend that you remain vigilant to any malpractices but please be assured that these are rare. You should never give out sensitive, personal or banking information via email.

## What do I do if I think a lead is spam?

Once you have responded to the initial enquiry, if the response you receive back seems suspicious please forward the emails to [overseas.support@rightmove.co.uk](mailto:overseas.support@rightmove.co.uk) who will investigate further. Any suspicious or fraudulent users will be blocked from sending further emails.

## What is a Premium Rate number?

Premium Rate numbers charge callers anywhere from 10p to £1.50 per minute to call, and we therefore do not recommend you call them. Rightmove block enquiries with Premium Rate numbers beginning 0844, 0870, 0871, 070X and 09XX. For further information please see the OFCOM's ['Guidance on the acceptable use of 070 numbers'](#).

## What are Rightmove doing to minimise spam?

Our website prevents the same email address from sending emails in large quantities, very quickly or with the same message. All enquiries are visible in your Rightmove Admin account, but those identified as spam will not be sent to your lead email address. We do our utmost to prevent Rightmove being used for fraudulent activity but if you suspect suspicious behaviour please contact us directly.