



TWIN FALLS COUNTY COMMUNITY DEVELOPMENT SERVICES

630 Addison Avenue West, Suite 1100, Twin Falls, Idaho 83301
Ph. 208-734-9490 Fax. 208-733-9645 www.twinfallscounty.org

Subject: Important Notice Regarding Fraudulent Payment Requests

Dear Applicant,

As the Twin Falls County Planning and Zoning Department continues to process land use applications, we want to make you aware of a growing concern affecting government agencies across the country—**email spoofing and payment fraud schemes**.

In these scams, individuals may send emails that appear to come from Twin Falls County. These messages may include **official-looking letters, invoices, or payment requests** related to a land use application. The email may instruct the recipient to **wire funds or make an immediate electronic payment**.

Please be advised of the following:

Twin Falls County will never request that fees or payments be sent by wire transfer.

All legitimate payments to Twin Falls County are handled in one of the following ways:

- **In person** at the Twin Falls County Planning and Zoning Department or the Twin Falls County Treasurer's Office.
- **By mail** to an official Twin Falls County address.
- **By phone**, but only when you call a **known and verified Twin Falls County phone number** to process a payment with staff.

If you ever receive an email requesting payment that seems unusual, urgent, or asks for **wire transfers, gift cards, cryptocurrency, or payment through unfamiliar links**, it should be treated as suspicious.

To help identify potential fraud:

- Carefully review the sender's email address. Fraudulent emails often use addresses that **look similar but are not official county email accounts**.
- Be cautious of **unexpected invoices or payment instructions**, especially those requesting **wire transfers or immediate payment**.
- Watch for **spelling errors, unusual formatting, or changes in payment instructions** that differ from prior communications.

If you have **any doubt about the authenticity of a payment request**, please do not send payment until you have verified the request directly with Twin Falls County staff.

You can verify payment requests by:

- **Contacting our office in person**, or
- **Calling our office using the official phone number listed on the Twin Falls County website or on prior official correspondence.**

Your diligence helps protect both you and Twin Falls County from fraudulent activity. If you receive a suspicious email or invoice claiming to be from Twin Falls County, we encourage you to contact our office immediately so we can review the situation.

Thank you for your attention to this important matter and for working with Twin Falls County throughout your application process.