



Fraud Alert: Emails Impersonating the Insurance Council of Manitoba

Communicated to Industry May 29, 2026

Dear Stakeholders,

Important: Do not send e-transfers or click payment links claiming to be from ICM

We want to make you aware of a recent incident involving a fraudulent email that appeared to come from the Insurance Council of Manitoba (ICM).

A licensee was contacted by an individual requesting payment via e-transfer using an email address that closely resembled an official ICM address. The difference was a subtle variation in the domain. The licensee contacted our office to verify the request, and we confirmed that **ICM does not request payments by e-transfer or through email links.**

How ICM Handles Payments

ICM processes payments primarily through our secure online licensing portal. To complete applications, renewals, examination requests, etc., you must log in to your account and submit payment within the portal as part of that process.

ICM also accepts payment by cheque or cash when provided directly to our office.

ICM will **not**:

- Request e-transfers; or
- Ask you to click on a direct payment link in an email

Official ICM Email Domains

Legitimate communications from ICM will originate from:

- @icm.mb.ca domains; or
- insurance_council_of_manitoba@mail.vresp.com (for mass communications)

Please note that ICM staff will only request that you respond to or provide information through an @icm.mb.ca email address. This includes any communication related to your licence, applications, or file. ICM will not request payment or financial information through email, including asking you to click on a payment link.

As ICM was informed of this spoofing attempt, we recommend that users please exercise caution when reviewing incoming emails.

When in Doubt, Verify

The ICM recommends that if you receive any suspicious communication, that you contact our office directly at contactus@icm.mb.ca or via phone at 204-988-6800 before clicking any links or sending payment.

If you receive or become aware of similar messages, we ask that you report them to our office at contactus@icm.mb.ca. Thank you for your attention and cooperation in helping protect the integrity of our industry.

INSURANCE COUNCIL OF MANITOBA

contactus@icm.mb.ca
www.icm.mb.ca