

Knowledge Base Article

How to Verify Suspicious Emails Claiming to be from NeoVolta?

For identifying and responding to emails that appear to be from NeoVolta but are sent from unauthorized or fraudulent email addresses, in order to protect company accounts, sensitive information, and prevent potential financial loss.

For all NeoVolta employees, contractors, and partners who receive emails related to account reconciliation, billing, payments, or any communications that claim to be from NeoVolta but do not originate from official NeoVolta email domains.

1. Identify Suspicious Emails

Verify the sender's email address. Official NeoVolta communications will come from recognized NeoVolta domains (e.g., @neovolta.com).

Check for signs of phishing or impersonation, such as incorrect spelling, unusual formatting, or urgent payment requests.

Do Not Interact

Do not reply to the email, click on any links, or download attachments.

Do not process any payment or provide sensitive information in response to the email.

2. Report the Email

If the email appears to be legit, forward the suspicious email to Anik for review.

3. Document the Incident

Record the email, sender information, and any actions taken in the ticket for future reference.

NEOVOLTA

PRODUCT: General

V20260331

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APPROVED MESSAGE:

We've been made aware that emails are circulating which appear to be from NeoVolta, but are actually coming from unauthorized email addresses. For your security, please note that NeoVolta only sends billing or payment-related communications from official company email domains.

If the email you received does not come from an official NeoVolta domain, it may be fraudulent. Please **do not respond to it, click any links, or process any payments** based on that message.

If you would like to verify your account status, we can provide accurate information directly through our official channels. Please contact us at 800-364-5464 or support@neovolta.com.

Thank you for helping us maintain security.

ATTACHMENTS

Example of fraudulent email:

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Begin forwarded message:

From: NeoVolta <dianasmithar@gmail.com>

Does not come from a NeoVolta domains (e.g., @neovolta.com)

Date: March 30, 2026 at 8:57:00 AM PDT

To: kimberlysmithacctreceivable1@aol.com

Subject: Payment Inquiry

Reply-To: dianasmithar@gmail.com

Hello,

We are currently conducting an audit and working to reconcile our accounts.

Could you please confirm if there are any outstanding payments owed to us? If so, please let us know the outstanding amount and the due date for the payment.

If payment has not yet been made, kindly hold off on proceeding with it.

We would appreciate your prompt response.

Best regards,
Accounts Receivable.

The logo for NeoVolta features the word "NEOVOLTA" in a bold, black, sans-serif font. The letter "V" is stylized as a green downward-pointing triangle with horizontal lines inside, suggesting a solar panel or a stylized 'V'.

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