How to recognise an email from kyzoe.be

Administration · https://kyzoe.be/en/docs/how-to-recognise-an-email-from-kyzoe-be/

Have you recently received an email from Kyzoe.be (or on behalf of Kyzoe.be) and do you have doubts about whether the message is genuine? In this FAQ article, we briefly explain how you can check whether a message really comes from Kyzoe.be.

Kyzoe.be only contacts its customers by email when this is necessary. This communication may concern:

- products and/or services you have purchased;
- administrative or financial details;
- domain name registrations and WHOIS details;
- checks or verifications of personal data.

How do you recognise a legitimate message from Kyzoe.be?

You can consider an email from VDX trustworthy when it meets **all of the characteristics below** :

- **Sender address**
  The email was sent from an address ending in **@kyzoe.be**. Watch out for possible variants or misleading senders, such as *@123kyzoe.be* or similar distortions.
- **Recognisable service or domain name**
  The domain name, service or product mentioned is actually invoiced to you by Kyzoe.be. If in doubt, check your own records or invoices.
- **Specific customer or product information**
  Where applicable, your customer number, the specific service or the product concerned is clearly stated in the message.

Still in doubt?

If, after checking, you are still not sure whether an email is legitimate, do **not** click any links and do not open any attachments. In that case, contact your hosting provider or our support team directly for further checks and advice.