



# **Best Practices for Recruitment Agencies:**

*Safeguarding Your Business When  
Engaging End Clients*

As a recruitment agency, your primary goal is to connect top talent with reputable clients. However, it's also crucial to ensure that the business relationships you establish are built on a foundation of trust and integrity. Navigating the complexities of client interactions can be challenging, especially in the B2B fintech sector where the stakes are high. Here's some essential advice to help you ensure that everything is above board when working with end clients.

# 1

## Does the Client Have Their Own Email Address?

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One of the first red flags to watch for is the type of email address a potential client uses. A professional company should have its own domain name, such as @sonovate.com, rather than a generic email address like @hotmail.com or @gmail.com. While it's possible that some smaller or newer companies might use generic email addresses, it's generally advisable to be cautious.

### Why It Matters:

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A legitimate business will usually invest in a professional email address as part of its brand identity. It also helps to verify that the individual contacting you is indeed associated with the company they claim to represent. Always verify the domain of the email address and cross-check it with the company's official website.

# 2

## Have They Given You a Sense of Urgency?

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While a sense of urgency can sometimes be a legitimate indicator of a client's needs, it can also be a tactic used by less reputable entities to pressure you into making quick decisions without proper vetting.

### What to Consider:

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A client who is overly pushy or insists on immediate action without providing sufficient details about the role or the hiring process may be trying to rush you through without allowing time for due diligence. While recruitment is often a fast-paced industry, take the time to understand the reasons behind the urgency. Ask questions to clarify the client's needs and expectations. A genuine client will appreciate your thoroughness and willingness to find the right candidate rather than just filling a position quickly.

# 3

## Can You Verify the People Involved?

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Verification is key to maintaining credibility and protecting your agency from potential scams or fraudulent activities. This includes verifying the identity and legitimacy of the client, as well as any candidates they might be considering.

## 4

### Does the Whole Thing Sound Too Good to Be True?

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If an opportunity seems too good to be true, it probably is. Be wary of clients who promise exceptionally high fees, unusually favourable terms, or anything else that seems out of the ordinary for your industry.

### Evaluating the Offer:

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Consider the typical market conditions and the usual terms for contracts within your sector. If something stands out as overly generous or easy, it's worth digging deeper. It's essential to remember that your reputation is on the line with every client you represent. Ensuring that you are not endorsing or becoming involved in suspicious activities protects not just your business, but also the candidates and clients who trust you.

## Remember to always be **S.A.F.E**

### **S** *Sound Too Good to Be True?*

Assess if the offer is exceptionally good compared to market norms.

### **A** *Are they using a generic email?*

Check if the client's email is from a professional domain rather than a generic provider.

### **F** *Fully verify the people involved*

Ensure that all individuals and entities are who they claim to be.

### **E** *Evaluate the urgency*

Determine if the sense of urgency seems reasonable or artificially imposed.

## Conclusion

Navigating the recruitment landscape requires a balance of intuition, experience, and due diligence. By asking the right questions and taking the necessary steps to verify the legitimacy of your clients, you can protect your agency's reputation and ensure successful placements.

**Disclaimer:** The above is general advice and does not absolve you of any responsibility if untoward activity is later detected. You should perform your own due diligence and only forward clients you are comfortable with.