



San
Clemente
THE SPANISH VILLAGE BY THE SEA

BEWARE OF SCAM INVOICE EMAILS

These fraudulent messages may appear official, using logos or language meant to look authentic, but they are not official. These scams are particularly convincing because they use publicly available information and mirror the timing and language of legitimate City processes. Please see attached example.

When emails have been sent from fake email addresses, falsely claiming to be from the City, they generally include a fake invoice asking for payment. All communications from the City of San Clemente will be via mail, phone (949 area code) or email from the City's domain **SAN-CLEMENTE.ORG**. Requests for payments will direct you to our online portal for payment processing (san-clemente.org/eTRAKiT). **The City does NOT accept wire transfers.**

WHAT TO DO

If you have any questions about payments or invoices, please contact us with the information below. Please report any fraudulent emails immediately to the Orange County Sheriff's Department by calling the non-emergency line. Remain vigilant when receiving unsolicited communications, especially those received from unrecognized senders, asking you to click a link, and requesting payment.

CONTACT US

Orange County Sheriff's Non-Emergency Line | 949-770-6011

Community Development Department Front Counter | 949-361-6100

Planning@san-clemente.org

Permits@san-clemente.org

Engineering@san-clemente.org

FRAUDULENT INVOICE REQUEST EXAMPLE

From: CITY OF SAN CLEMENTE PLANNING COMMISSION CALIFORNIA <fake@email.com>

Sent: Wednesday, August 5, 2026 9:07 AM

To: applicant@email.com

Subject: Application Approval Fee Invoice – Public Hearing Project xx-xxx, Project Name

CITY OF SAN CLEMENTE

910 Calle Negocio San Clemente, CA 92673

Dear **APPLICANT NAME**,

[The project details].

As the application has successfully progressed through the review process, **the attached Application Approval Fee invoice must now be settled**. Payment of this fee is a mandatory administrative requirement before staff can complete the final processing necessary to conclude the approval process.

Since **Planning staff has recommended approval of your application**, settlement of the attached invoice represents the final administrative requirement needed to complete the approval process. Prompt payment will enable staff to proceed with the remaining administrative actions necessary to finalize the application without unnecessary delay.

Next Steps

To facilitate timely completion of your application, please complete the following steps:

1. **Reply to this email** if you require invoice settlement advice, clarification regarding the attached invoice, or assistance with the payment process.
2. **Settle the payment** by following the wire transfer instructions provided in the attached invoice.
3. **Return a copy of the wire transfer receipt** by replying to this email and sending it to the designated email address for payment verification and confirmation.

Please note that **all correspondence relating to this application—including payment inquiries, invoice questions, settlement confirmations, and supporting documentation—must be communicated exclusively via email**. Conducting all communications by email provides a complete audit trail, supports accurate recordkeeping, facilitates efficient coordination among reviewing staff, and ensures that every stage of the application and payment process is fully documented for administrative and auditing purposes.

Upon confirmation of payment, staff will complete the remaining administrative procedures necessary to finalize **Public Hearing Project xx-xxx** and the amendment to **PERMIT #**.

We appreciate your prompt attention to this matter and thank you for your continued cooperation throughout the review process. We look forward to receiving your payment confirmation so that the final approval process may be completed in a timely manner.

Sincerely,

[City Representative]

CITY OF SAN CLEMENTE

910 Calle Negocio San Clemente, CA 92673

FRAUDULENT INVOICE REQUEST EXAMPLE



**CITY OF SAN CLEMENTE
PLANNING COMMISSION**

910 Calle Negocio San Clemente, CA 92673

OFFICIAL INVOICE REVISION NOTICE

To:
APPLICANT NAME

**Invoice Breakdown
Description**

Application Review & Processing Fee

\$2,000

Zoning & Compliance Assessment

\$ 500

Legal & Administration Fees

\$ 700

Public Notification & Documentation

\$300

Total Amount Due

\$3,500

Remittance Instructions

Wire Transfer Instructions: Provided Upon Request.

Payment Method: Wire Transfer.

Due Date: Due Upon Request.

For any further details or inquiries, please reply to this email.