PHISHING EMAIL RED FLAGS

CHECK THE FROM EMAIL ADDRESS

- Is the sender someone you recognize?
- Is the sender from outside your organization?
- Is the sender someone your job would require you to contact?
- Is the email written as you would expect it to be?
- Is the sender's email address from an unusual domain?
- Is the sender someone you know, or can someone you trust vouch for them?
- Is the sender someone you'd expect an email from?

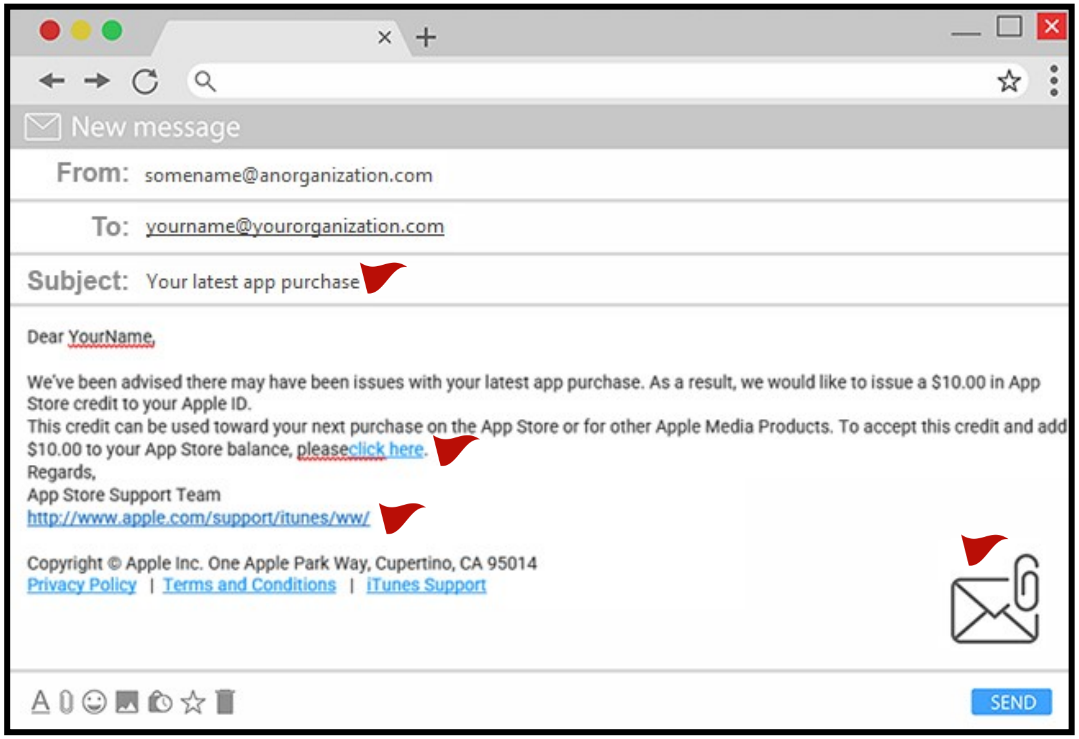
CHECK THE TO EMAIL ADDRESS

- Is the email to you personally, or are you just one recipient in a large list?
- Is the email being sent to people you know personally or at least recognize?
- Is the mix of people the email was sent to random, or all part of an odd pattern?

CHECK THE SUBJECT LINE

- Is the subject line representative of what is in the message itself, or is it unrelated to the actual message?
- Is the subject line suggesting that the email is a reply, but you never sent a message or requested a response?

EXAMPLE PHISHING EMAIL



From: somename@anorganization.com

To: yourname@yourorganization.com

Subject: Your latest app purchase

Dear YourName,

We've been advised there may have been issues with your latest app purchase. As a result, we would like to issue a $10.00 in App Store credit to your Apple ID.
This credit can be used toward your next purchase on the App Store or for other Apple Media Products. To accept this credit and add $10.00 to your App Store balance, pleaseclick here.
Regards,
App Store Support Team
http://www.apple.com/support/itunes/ww/

Copyright © Apple Inc. One Apple Park Way, Cupertino, CA 95014
Privacy Policy | Terms and Conditions | iTunes Support

WHAT DOES THE CONTENT SAY?

- Is there any pressure to open an attachment or click a link, particularly to avoid a negative consequence.
- Is there a promise of excessive value, considering what is being asked of you?
- Is there anything unprofessional about the content, particularly grammatical or spelling errors?
- Is there any logic to the attachment that is allegedly included?
- Is there any threat outlined in the content, like the claim that the sender has compromising information about you or others?

WHAT ABOUT LINKS OR ATTACHMENTS

- Is the website that a link allegedly goes to a match to what appears when you hover your mouse over it?
- Is the email entirely composed of a hyperlink, with no context or explanation?
- Is the hyperlink a misspelled version of a well-known website?
- Is there an unexpected attachment included, particularly one that is unrelated to the content of the message or not usually included in a message from the purported sender?
- Is the attachment a potentially dangerous file type, like an .exe, zip, img, iso or an office file type?

Spread phishing awareness! These are all signs that a message is a phishing attempt, so if you see them:

Don't Click! ● Don't Respond! ● Report to Support!

DIRECTIVE | DIRECTIVE.COM | 607-433-2200