

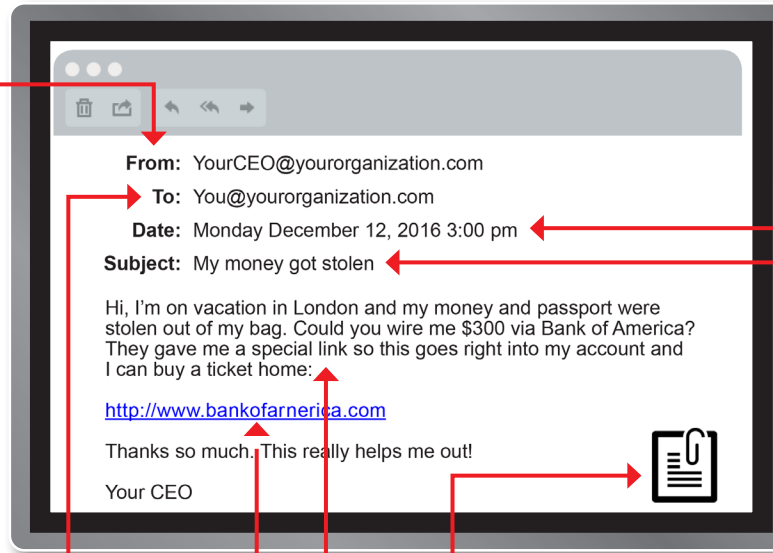
Phishing



Red Flags

FROM

- I don't recognize the sender's email address.
- This email is from **someone outside my organization**.
- This email was sent internally or from a customer, vendor, or partner and is **very unusual or out of character**.
- The email address is from a **suspicious domain**.
- I **don't know the sender personally** and they **were not vouched for** by someone I trust.
- I **don't have a present or past relationship**.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment**.



DATE

- An email that normally would send during business hours, but **sent at an unusual time** like 3 a.m.

SUBJECT

- An email with a subject line that is **irrelevant** or **does not match** the message.
- An email message **replying to an email I never sent or requested?**

TO

- I was cc'd on an email sent to one or more people, but I **don't know** the other people.
- I received an email that was also sent to an **unusual mix of people** (i.e. a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses).

HYPERLINKS

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link-to address is for a different website**. (This is a **big red flag**.)
- I received an email that only has **long hyperlinks with no further information**.
- I received an email with a **hyperlink that is a misspelling** of a known web site (i.e. www.bankofarnerica.com – the “m” is really two characters – “r” and “n”).

ATTACHMENTS

- The sender included an email attachment that I **was not expecting** or that **makes no sense**.
- I see an attachment with a **dangerous file type** (only file type that is **always safe to click on** is a .txt file).

CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence, gain something of value, or seems odd**.
- Is the email **out of the ordinary**, have **bad grammar** or **spelling errors**?
- Do I have an **uncomfortable gut feeling** regarding the request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture**.