

# EMAIL SCAM PROTECTION

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Email is a great communication tool but also makes it an opportunity for malicious users to lure potential victims with phishing scams, bait and switch using fake websites, fabricated documents to engage with a victim, lowering their guard and having the user provide personal sensitive information and/or convincing them to perform an action.

Scams might involve unsolicited fake business opportunities, work from home, such as easy money for volunteering or minimal effort, “free” goods by providing information, receive money for making gift card purchases, investment opportunities, “guaranteed” loans or credit such as grants, scholarships, or other financial assistance.

Phishing emails are well crafted, convincing, spoofed emails attempting to appear to be legitimate from an individual or a company representative. Do not trust an unsolicited email and treat attachments with caution. These emails may attempt to deceive, request information and/or money, contain malicious links to harm the computer or insert/modify email rules, gather sensitive information or login credentials with a fake website or web form. In addition, these phishing tactics also come in other forms such as: text messages known as Smishing, phone calls known as Vishing.

Hovering the cursor over the link may reveal a misaligned URL link. Before providing information, verify the contents of the email by calling the organization from a reputable phone number, not with the contact information included in the suspicious email.

Install reputable anti-virus software on personal devices and keep it up to date; it will provide additional protection from malware when accidentally interacting with these emails. AV Test (<https://www.av-test.org/en/>) has the latest performance metrics and recommendations. A subscription plan often comes with technical support and protection for multiple devices.

Lastly, consider identity theft protection from your bank or credit card company. If personal information is provided to a scammer, this protection will alert when information is found on the dark web, or if someone is trying to open an account under your name and give the ability to freeze your credit score.

Visit the Cybersecurity Awareness Hub (<http://www.broward.edu/cybersecurity/>) for more information.