SOCIAL ENGINEERING RED FLAGS

FROM

- I don't recognize the sender's email address as someone I **ordinarily communicate with.**
- This email is from someone outside my organization and it's not related to my job responsibilities.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character.**
- Is the sender's email address from a **suspicious domain** (like micorsoft-support.com)?
- I don't know the sender personally and they were not vouched for by someone I trust.
- I don't have a business relationship nor any past communications with the sender.
- This is an unexpected or unusual email with an embedded hyperlink or an attachment from someone I haven't communicated with recently.

型 TO

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

DATE

■ Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?

SUBJECT

- Did I get an email with a subject line that is irrelevant or does not match the message content?
- Is the email message a reply to something I never sent or requested?

EX CONTENT

- Is the sender asking me to click on a link or open an attachment to avoid a negative consequence or to gain something or value?
- Is the email out of the ordinary, or does it have bad grammar or spelling errors?
- Is the sender asking me to click a link or open up an attachment that **seems odd** or **illogical**?
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?

From: YourCEO@yourorganization.com

To: You@yourorganization.com

Date: Monday December 12, 2023 3:00 AM

Subject: My money got stolen

Hi, I'm on vacation in London and my money and passport were stolen out of my bag. Could you wire me \$300 via Bank of America? They gave me a special link so this goes right into my account and I can buy a ticket home:

http://www.bankofarnerica.com

Thanks so much. This really helps me out!

Your CEO



EX 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, and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known website. For instance,
 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 in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly dangerous file type. The only file type that is always safe to click on is a .txt file.

