

# EXPLOITING CONFUSED & STRESSED EMPLOYEES



Cyber criminals are exploiting headlines and global panic around the COVID-19 pandemic. Exercise extreme caution with any emails containing a COVID-19-related subject line, attachment, or hyperlinks. Be wary of social media pleas, texts, or calls related to COVID-19.

## Policy Update: Communicable Diseases

Human Resources <hr@[company\_domain]> **FAKE E-MAIL ADDRESS**  
 Wed 3/18/2020 6:04 AM  
 To: John Smith

All, **TOO GENERIC**

Due to the coronavirus outbreak, [company\_name] is actively taking safety precautions by instituting a [Communicable Disease Management Policy](#). This policy is part of our organizational preparedness and we require all employees to read and **acknowledge the policy before** **URGENCY** [\[current\\_date\\_1\]](#).

If you have any questions or concerns regarding the policy, please contact [company\_name] Human Resources.

Regards,  
Human Resources

**CHECK FOR FRADULENT LINKS**

**Make sure company details are correct but also standard verbiage for your organization.**

**LEGEND**

- FAKE E-MAIL ADDRESS
- TOO GENERIC
- BAD LINKS
- URGENCY

## 20 SECONDS TO BETTER EMAIL HYGIENE

- WATCH FOR OVERLY GENERIC CONTENT AND GREETINGS**  
Cyber criminals will send a large batch of emails. Look for examples like "Dear valued customer."
- EXAMINE THE ENTIRE FROM EMAIL ADDRESS**  
The first part of the email address may be legitimate but the last part might be off by letter or may include a number in the usual domain.
- LOOK FOR URGENCY OR DEMANDING ACTIONS**  
"You've won! Click here to redeem prize," or "We have your browser history pay now or we are telling your boss."
- CAREFULLY CHECK ALL LINKS**  
Mouse over the link and see if the destination matches where the email implies you will be taken.
- NOTICE MISSPELLINGS, INCORRECT GRAMMAR, & ODD PHRASING**  
This might be a deliberate attempt to try to bypass spam filters.
- CHECK FOR SECURE WEBSITES**  
Any webpage where you enter personal information should have a url with https://. The "s" stands for secure.
- DON'T CLICK ON ATTACHMENTS RIGHT AWAY**  
Attachments containing viruses might have an intriguing message encouraging you to open them such as "Here is the Schedule I promised."