CYBER SCAMS

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Region IV

Overview

- CISA
- Cybersecurity Advisor Program
- Targets of Opportunity
- Common Cyber Scams
- Avoiding Cyber Scams
- Questions

CISA

- CISA consists of:

Cybersecurity Division

National Risk Management Center

Emergency Communications Division

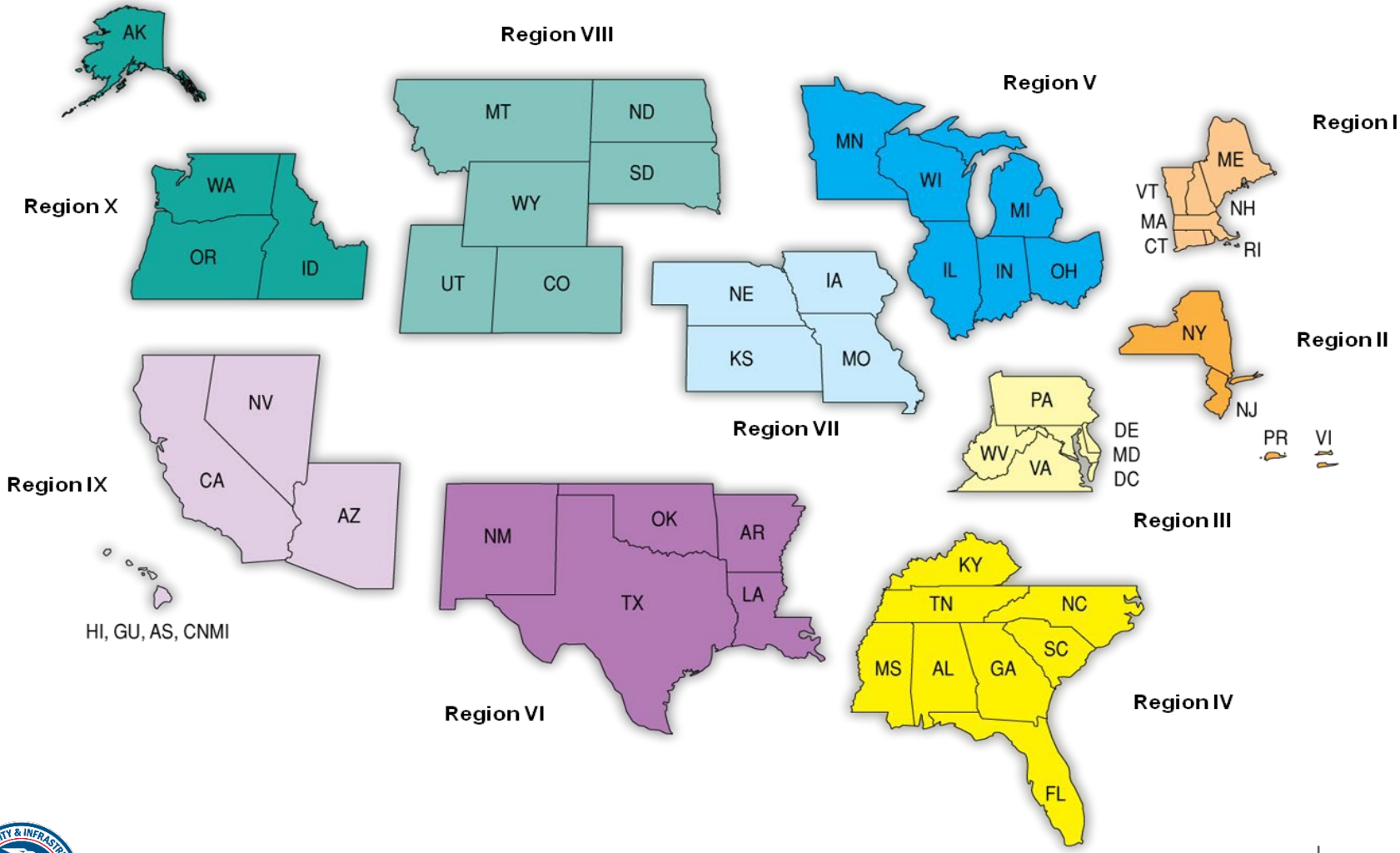
Infrastructure Security Division

CISA Mission and Vision

- Cybersecurity and Infrastructure Security Agency (CISA) mission:
  - Lead the collaborative national effort to strengthen the security and resilience of America's critical infrastructure

- CISA vision:
  - A Nation with secure, resilient, and reliable critical infrastructure upon which the American way of life can thrive

CSA Program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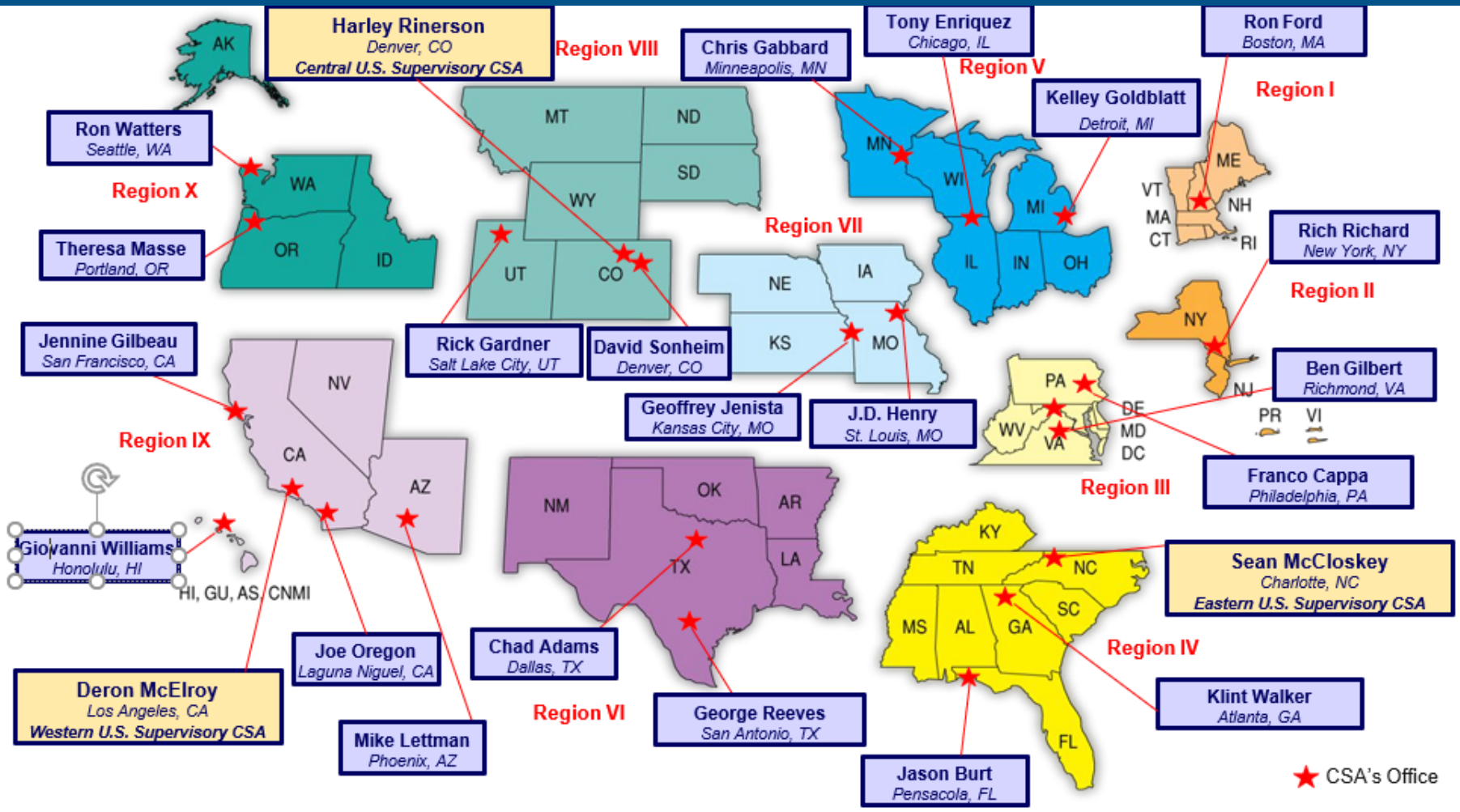
CSA Program


Harley Rinerson
Denver, CO
Central U.S. Supervisory CSA
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Chris Gabbard
Minneapolis, MN
Tony Enriquez
Chicago, IL
Region V
Ron Ford
Boston, MA
Region I
Kelley Goldblatt
Detroit, MI
Ron Watters
Seattle, WA
Region X
Theresa Masse
Portland, OR
Rich Richard
New York, NY
Region II
Jennine Gilbeau
San Francisco, CA
Rick Gardner
Salt Lake City, UT
David Sonheim
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Ben Gilbert
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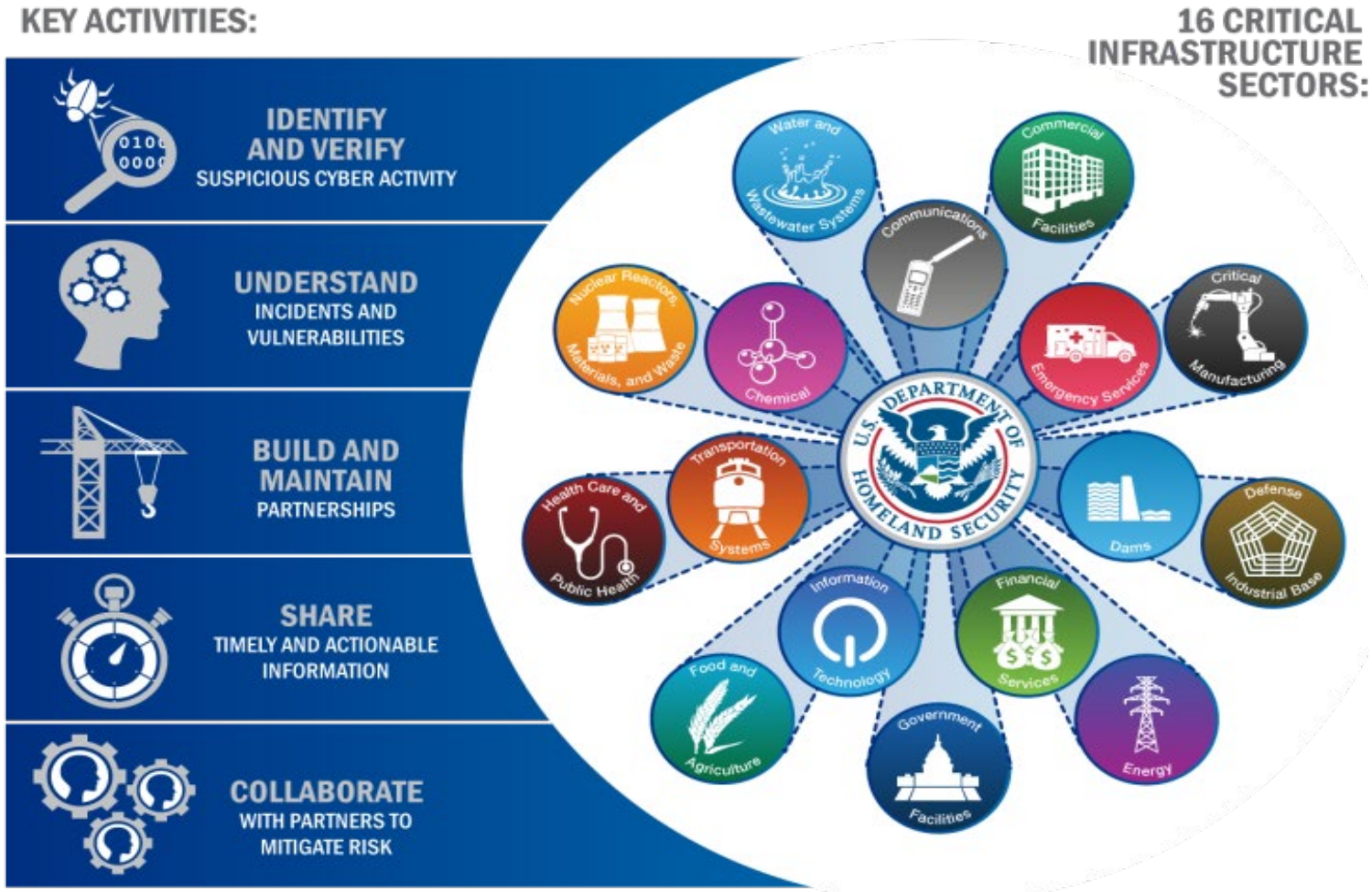
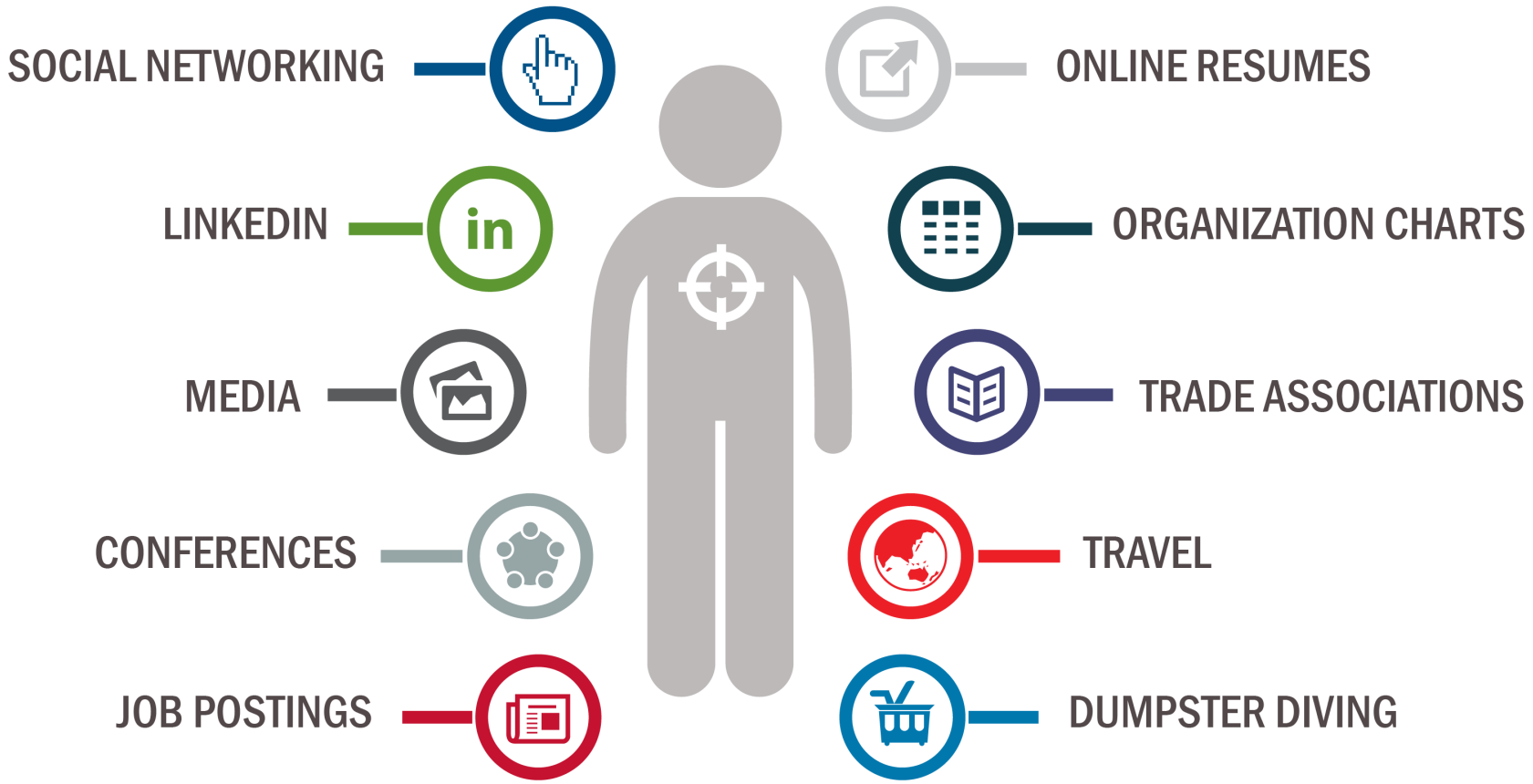
Protecting Critical Infrastructure



Targets of Opportunity



E-mail Scams

- Bogus business opportunities
- Chain letters
- Work-at-home schemes
- Health and diet scams
- Easy money
- “Free” goods
- Investment opportunities

Phishing

- Phishing emails are crafted to look as if they've been sent by a legitimate organization.
- Purpose:
  - Fool you into visiting malicious websites in order to download viruses
  - Fool you into revealing personal information (SSN, Banking, Passwords)

  - visible link: http://www.yourbank.com/accounts/
  - actual link to bogus site: http://itcare.co.kr/data/yourbank/index.html

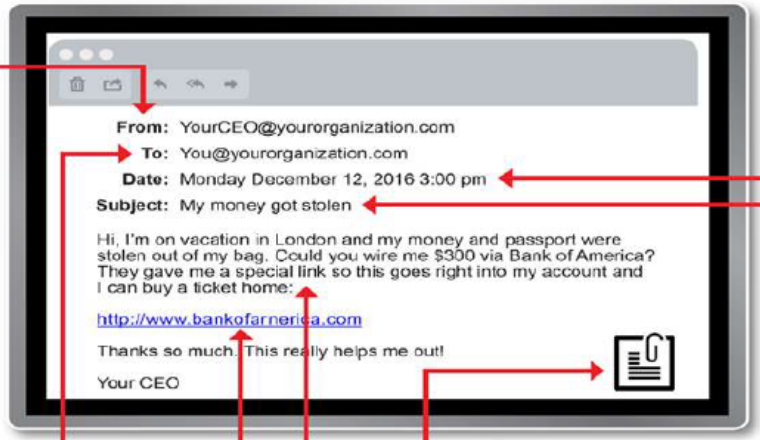
Phishing

- Common phishing tactics:
  - Fake emails from online payment, auction, and ISP services
    - Claim there is a problem with your account and request for you to access a bogus website to provide personal and account info.
  - Fake Patriot Act violations
    - Claim to be from the FDIC. Requires info to “verify identity”
  - Fake communications from the IT department
    - Attempts to gain access to organization’s networks and computers
  - Low-tech solutions of any of the above, asking for you to fax back information on a printed form you can download from a malicious website.

Phishing 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.



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**?

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.

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.

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 web site. For instance, www.bankofarnerica.com — the "m" is really two characters — "r" and "n."

CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence** or to **gain something of 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?

What to look for…

- Email posing as virtual postcard
- Email masquerading as security bulletin from a software vendor requesting the recipient apply an attached “patch”
- Email with the subject line “funny” encouraging the recipient to view the attached “joke”
- Email claiming to be from an antivirus vendor encouraging the recipient to install the attached “virus sweeper” free of charge

Avoid being a victim….

- Filter Spam
- Regard Unsolicited Email with Suspicion (even from legitimate addresses)
- Treat Email Attachments with Caution!
- Install and Update Anti-virus Software
- Use Long Uncommon Pass Phrases and Multi-Factor Authentication

QUESTIONS??

For more information:
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Questions?
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CYBERSECURITY & INFRASTRUCTURE
CISA
SECURITY AGENCY