

Emails & Links: Real or Fake?

PHISHING

When someone impersonating something, normally a business, to try to trick you to get your personal information, such as passwords, credit card numbers, or bank account information.

LOOK – LISTEN – FEEL

LOOK

Who sent it? Are you a customer? Do you know them?

- ✓ Look at the email address to see if it matches the vendor/person. Use your mouse to hover over the “From” email address and look – does it match back to the vendor/person who sent you the email? A phishing scam can just get “lucky.” Sometimes the sender impersonates someone you may “know.”

Did you EXPECT an email from them?

- ✓ A phishing scam can just have perfect timing, but most of the time you can use this question to determine if an email is real or fake. For example, maybe you just got locked out of the website for typing the wrong password; maybe you are expecting an invoice, or communication because you placed an order.

Do the logo’s, pictures, graphics, and images look crisp and clean?

- ✓ Real emails use an image file while fake emails are using a copy which commonly causes the images to look blurry, pixelated, odd.

Are the links in the email safe?

- ✓ Legitimate vendors will have links to direct you to their website. Fake emails will do the same, except the link is normally a bunch of weird, random letters. Use your mouse to hover over the link – DO NOT CLICK ON THE LINK – the website’s address will pop up on your screen with the address. Still unsure, don’t use the link in the email to connect with the vendor.

How do you get in touch if you have questions?

- ✓ Legitimate vendors want you to contact them and will have information to do so. Fake emails will also have contact information but may have issues. Use Google to search the address and a real address will match with the vendor.

Emails & Links: Real or Fake?

LISTEN

Does the body of the email read well and make sense?

- ✓ The content of emails should read well, use proper English, grammar, and be free of errors.

FEEL

Are your emotions at play?

- ✓ Fake emails play with your emotions to encourage you to act. If it's urgent, exciting, or scary, that could be indicators it is fake.

BONUS TIP – GOOGLE IT!

- Phone Numbers you don't recognize.
- Search the first several lines to a letter you've received in the mail or the statements you heard over the phone.
- Find out more information before you act.

ASK FOR HELP – nothing is so urgent you can't take the time to make a call to verify this is real or fake.

AARP Resources

- Fraud Helpline: 877-908-3360 Toll-free service is available Monday - Friday, 8 a.m. to 8 p.m. ET
- AARP Fraud Scam-Tracking in Your Area
<https://www.aarp.org/money/scams-fraud/tracking-map/?intcmp=AE-SCM-FRD-SUBNAV-MAP>

Consumer Financial Protection Bureau

- <https://www.consumerfinance.gov/consumer-tools/fraud/>

Carson City Senior Center

- Call us! (775) 883-0703, stop by, or ask the Tech Help Volunteers.