



SCAMS & SENIORS

Emails & Links

Real or Fake?

March 7, 2024

Courtney Warner

Carson City Senior Center
Director

PHISHING





PHISHING

What is it?

- Someone impersonating something, normally a business, to try to trick you to do something with them.

What's the goal?

- To get your personal information, such as passwords, credit card numbers, or bank account information.

Do they already know you?

- Mostly, no. It's called phishing ("fishing"), where they randomly contact you and hope to get lucky.

Phishing looks authentic ... but there are tricks to see if they are real or fake.



EMAIL BASICS

The screenshot displays the Yahoo! Mail interface. At the top left is the 'yahoo!mail' logo. To its right is a search bar with the placeholder text 'Find messages, documents, photos or people', an 'Advanced' dropdown menu, and a search icon. Below the search bar is a navigation menu with options: 'Compose', 'Inbox' (with a count of 7), 'Unread', 'Starred', 'Drafts' (with a count of 1), and 'Sent'. The main area shows a list of emails. The header row includes a dropdown menu, 'From', 'Subject', 'Delete', 'Spam', and 'Sort'. Two orange arrows point to the 'From' and 'Subject' columns. The email list includes entries for 'Yesterday' and 'Tuesday'. One email from 'NV Energy' is highlighted with a blue dot.

	From	Subject	Date
Yesterday			
<input type="checkbox"/>	Claire, me, Claire	Online Portal Link	Courtney, Good day! We are in receipt of this email. ... Feb 28
<input type="checkbox"/>	NV Energy	Preparations in place for severe storm	February 28, 2024 Dear NV Energy... Feb 28
<input type="checkbox"/>	donotreply@cincsystems....	Payment Receipt	Courtney Warner, This ... Feb 28
<input type="checkbox"/>	Southwest Gas	Your Online Bill is Now Available	Hello COURTNEY WARNER, Your current bi... Feb 28
Tuesday			

TRUE OR FALSE

If I open an email from someone I do not know, my computer will get a virus OR something bad will happen.

FALSE

TRUE OR FALSE

You've opened the email, but if you don't click on anything in the email, nothing bad will happen.

TRUE



LOOK – LISTEN – FEEL

LOOK

Who sent it? Are you a customer or 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, pixeled, 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.

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.

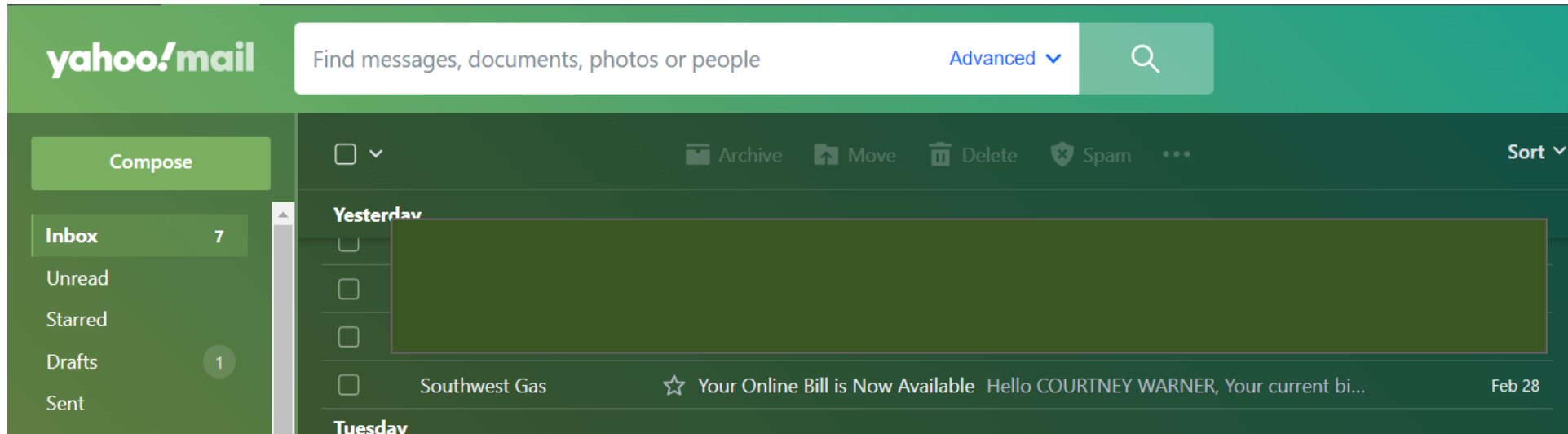
FEEL

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.

Ask for help – nothing is so urgent you can't take the time to make a call to verify this is real or fake.

LOOK



Who sent it?

Are you a customer? Do you know them?

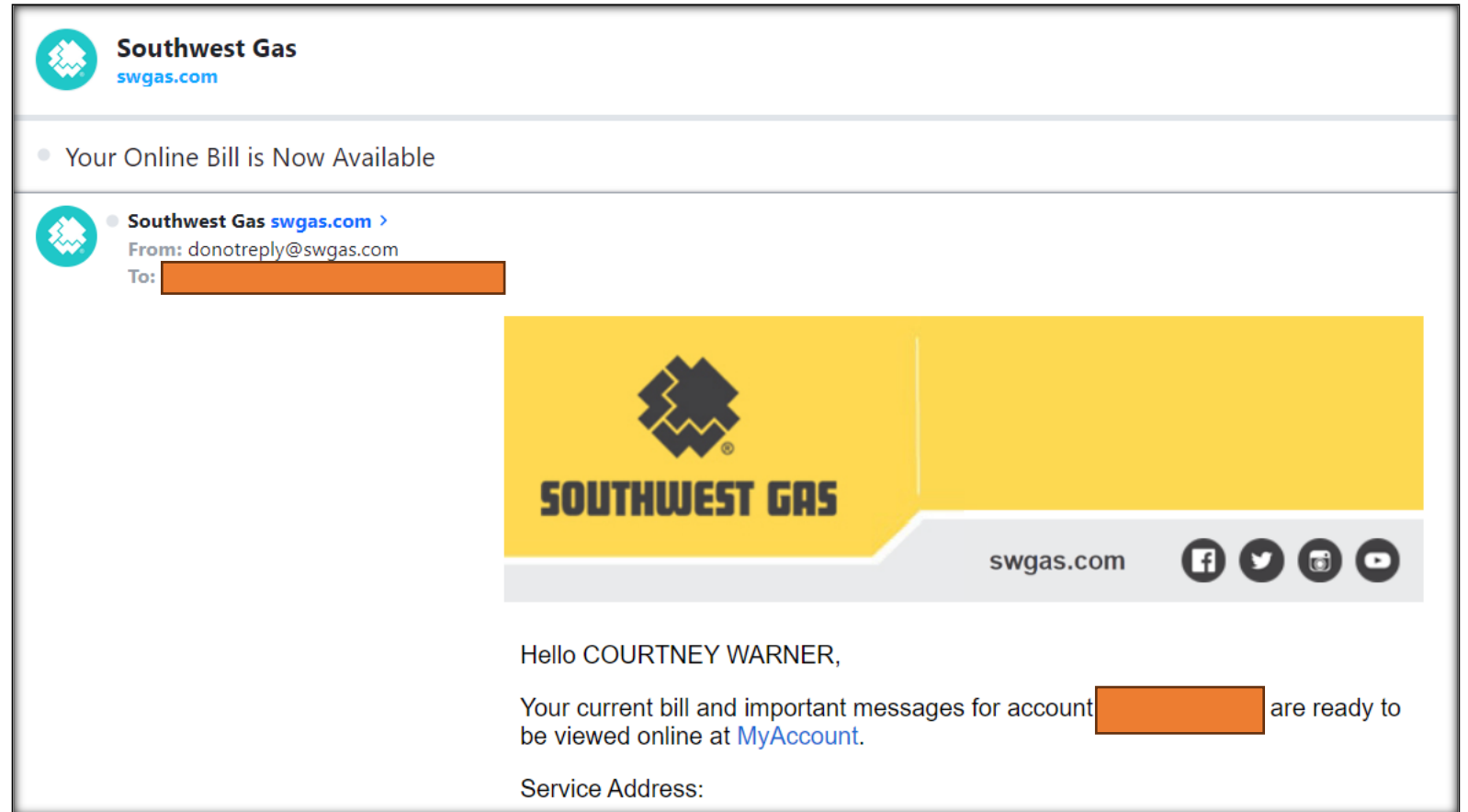
Did you EXPECT an email from them?

LOOK

Who sent it?

Are you a customer? Do you know them?

Did you EXPECT an email from them?



The image shows a screenshot of an email from Southwest Gas. At the top left is the Southwest Gas logo and the text "Southwest Gas" and "swgas.com". Below this is a subject line: "Your Online Bill is Now Available". The email header shows "Southwest Gas swgas.com" with a right-pointing arrow, "From: donotreply@swgas.com", and "To:" followed by a redacted name. The main content area features a large yellow banner with the Southwest Gas logo and the text "SOUTHWEST GAS". To the right of the banner is the website "swgas.com" and social media icons for Facebook, Twitter, Instagram, and YouTube. Below the banner, the email body starts with "Hello COURTNEY WARNER," followed by "Your current bill and important messages for account [redacted] are ready to be viewed online at [MyAccount](#)." and "Service Address:".

Southwest Gas
swgas.com

Your Online Bill is Now Available

Southwest Gas swgas.com >
From: donotreply@swgas.com
To: [redacted]

SOUTHWEST GAS

swgas.com

Facebook Twitter Instagram YouTube

Hello COURTNEY WARNER,
Your current bill and important messages for account [redacted] are ready to be viewed online at [MyAccount](#).
Service Address:

LOOK

Hello COURTNEY WARNER,

Your current bill and important messages for account [REDACTED] are ready to be viewed online at [MyAccount](#).

Service Address:
[REDACTED]
CARSON CITY, Nevada 89703-7335

Amount due: [REDACTED]


Due on or before: 03/18/2024

No payment is due if \$0 or credit balance.

For added convenience, you can pay your bill online from your checking or savings account or sign up for Automatic Payments. You can also make payments via our mobile app.



Learn about [natural gas safety](#).


Thank you for your business.

 To view our privacy policy, click here.

PLEASE DO NOT REPLY. This is a system-generated message from an unmonitored mailbox.

DOWNLOAD OUR APP



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

LOOK

Are the links in the email safe?

The screenshot shows an email client interface with a green sidebar and a dark green header. The sidebar contains folders like Compose, Inbox (7), Unread, Starred, Drafts (1), Sent, Archive, Spam, Trash, and Less. Below these are 'Views' and 'Hide' options, followed by icons for Photos, Documents, Emails to myself, Subscriptions, and Receipts. At the bottom of the sidebar, a red arrow points to a blue link: <https://myaccount.swgas.com>. The email header includes navigation icons (Back, Forward, Reply, Reply All) and action icons (Archive, Move, Delete, Spam, More). The email body text reads: 'Hello COURTNEY WARNER, Your current bill and important messages for account [redacted] are ready to be viewed online at [MyAccount](#).' A red arrow points to the 'MyAccount' link. Below this, it says 'Service Address: [redacted] CARSON CITY, Nevada 89703-7335', 'Amount due: [redacted]', and 'Due on or before: 03/18/2024'. It also states 'No payment is due if \$0 or credit balance.' and provides information about online payments and mobile app usage. The email ends with 'Learn about [natural gas safety](#).' and 'Thank you for your business.'

Compose

Inbox 7

Unread

Starred

Drafts 1

Sent

Archive

Spam

Trash

^ Less

Views Hide

Photos

Documents

Emails to myself

Subscriptions

Receipts

<https://myaccount.swgas.com>

← Back ↶ ↷ →

Archive Move Delete Spam ...

Hello COURTNEY WARNER,

Your current bill and important messages for account [redacted] are ready to be viewed online at [MyAccount](#).

Service Address:
[redacted]
CARSON CITY, Nevada 89703-7335

Amount due: [redacted]

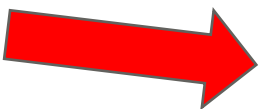
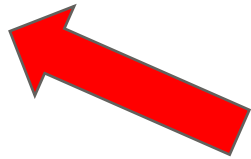
Due on or before: 03/18/2024

No payment is due if \$0 or credit balance.

For added convenience, you can pay your bill online from your checking or savings account or sign up for Automatic Payments. You can also make payments via our mobile app.

Learn about [natural gas safety](#).

Thank you for your business.



<https://myaccount.swgas.com>

LISTEN

Hello COURTNEY WARNER,

Your current bill and important messages for account [REDACTED] are ready to be viewed online at [MyAccount](#).

Service Address:
[REDACTED]
CARSON CITY, Nevada 89703-7335

Amount due: [REDACTED]


Due on or before: 03/18/2024

No payment is due if \$0 or credit balance.

For added convenience, you can pay your bill online from your checking or savings account or sign up for Automatic Payments. You can also make payments via our mobile app.



Learn about [natural gas safety](#).


Thank you for your business.

 To view our privacy policy, click here.

PLEASE DO NOT REPLY. This is a system-generated message from an unmonitored mailbox.

DOWNLOAD OUR APP

 Download on the App Store  GET IT ON Google Play



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

FEEL

Hello COURTNEY WARNER,

Your current bill and important messages for account [REDACTED] are ready to be viewed online at [MyAccount](#).

Service Address:
[REDACTED]
CARSON CITY, Nevada 89703-7335

Amount due: [REDACTED]


Due on or before: 03/18/2024

No payment is due if \$0 or credit balance.

For added convenience, you can pay your bill online from your checking or savings account or sign up for Automatic Payments. You can also make payments via our mobile app.



Learn about [natural gas safety](#).


Thank you for your business.

 To view our privacy policy, click here.

PLEASE DO NOT REPLY. This is a system-generated message from an unmonitored mailbox.

DOWNLOAD OUR APP

 Download on the App Store  GET IT ON Google Play



Are your emotions at play?

**TIME TO TEST YOUR
KNOWLEDGE**

Urgent Warning: Safeguard Your Identity



Chase

From: contact@suphreatsecurity.com

To: [Redacted]



Fraud Alert:

We have an issue with your account; someone attempted to log in. Therefore, we have blocked your account. We will review the situation to ensure the security of your account.

To regain it normal to your online profile, kindly visit us on chase.com to resolve this issue.

[See payment activity](#)

If you pay between 8 PM ET and 11:59 PM ET, we'll post it to your account for the date you choose, but you might not see it for 1-2 days.

To a payment scheduled for a future date, visit us in our app.

CHASE

Chase
3000 South Chester Avenue, San Diego, CA

[Unsubscribe](#)

- Urgent Warning: Safeguard Your Identity



Chase

From: contact@supthreatsecurity.com

To: [Redacted]

Who sent it?

Are you a customer or do you know them?

Did you EXPECT an email from them?



Fraud Alert:

We have an issue with your account; someone attempted to log in. Therefore, we have blocked your account. We will review the situation to ensure the security of your account.

To regain it normal to your online profile, kindly visit us on chase.com to resolve this issue.

[See payment activity](#)

If you pay between 8 PM ET and 11:59 PM ET, we'll post it to your account for the date you choose, but you might not see it for 1-2 days.

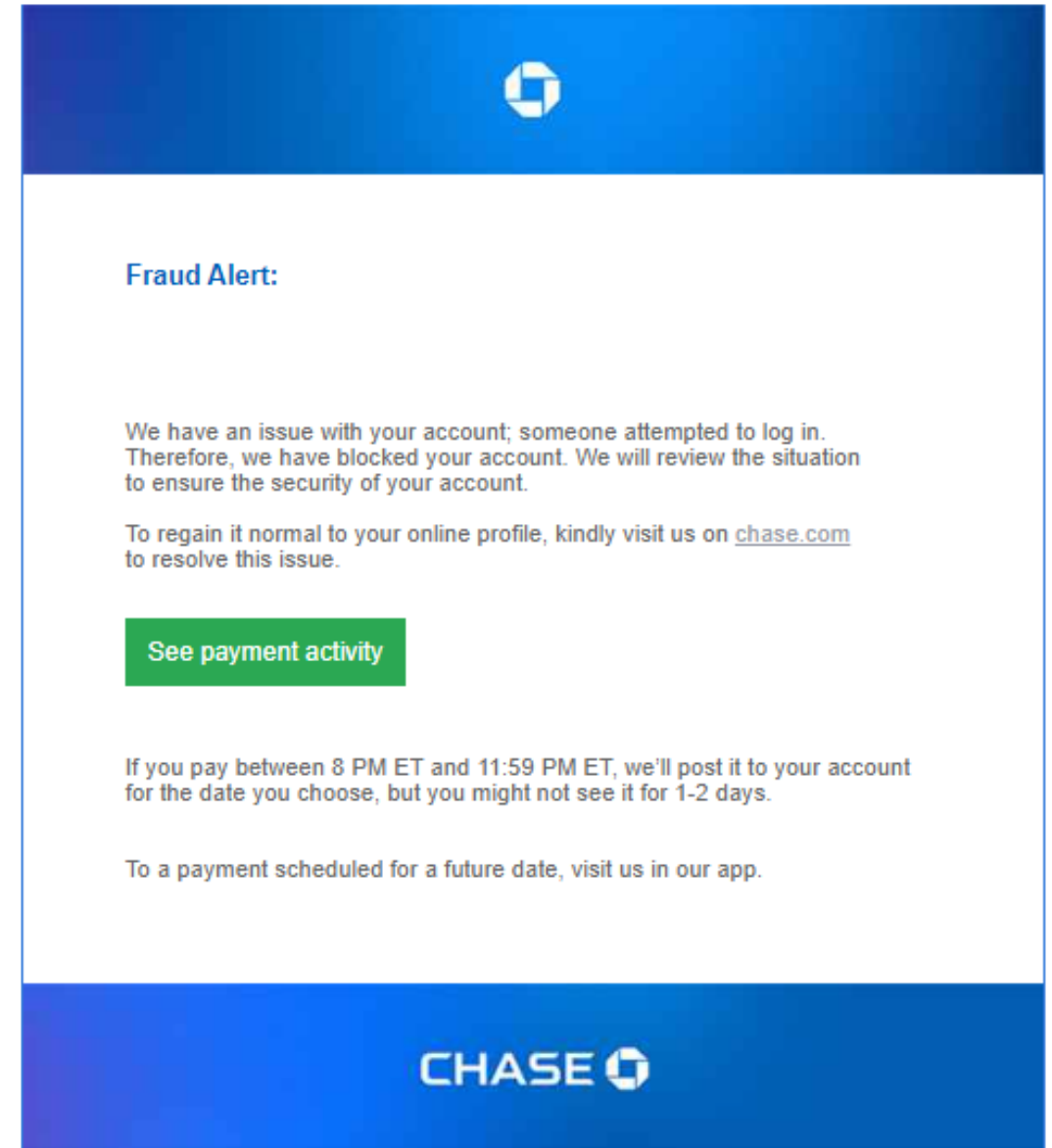
To a payment scheduled for a future date, visit us in our app.

CHASE 

LOOK

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

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



HOW DOES THIS READ?

We have an issue with your account; someone attempted to log in. Therefore, we have blocked your account. We will review the situation to ensure the security of your account.

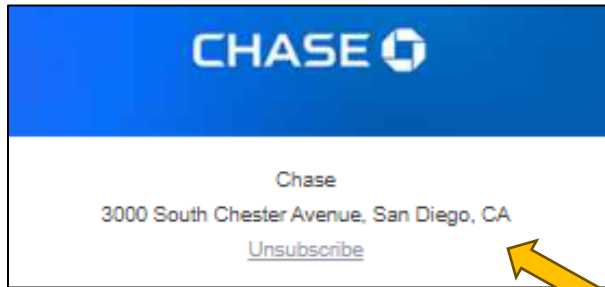
To regain it normal to your online profile, kindly visit us on chase.com to resolve this issue.

See payment activity

If you pay between 8 PM ET and 11:59 PM ET, we'll post it to your account for the date you choose, but you might not see it for 1-2 days.

To a payment scheduled for a future date, visit us in our app.

VERIFY INFORMATION IN THE EMAIL – USE GOOGLE!



google.com/maps/search/3000+SOUTH+CHESTER+AVE+SAN+DIEGO/@32.8246976,-117.4386369,10z/data=!3m1!4b1?entry=ttu

NSIP/USDA City COVID MOWA Meals on Wheels Ca... Active Net QuickBooks Canva Pandora National Institute o... 2019 Profile of Olde... Teams

3000 SOUTH CHESTER AVE SAN DIE

Partial match
-3000 SOUTH CHESTER AVE SAN DIEGO

San Diego
No reviews
California
SAN DIEGO

Don't see what you're looking for?
[Try Google Search Instead](#)

Should this place be on Google Maps?
[Add a missing place](#)

You've reached the end of the list.

Map showing San Diego, California, with a red dashed line indicating the search area. The map includes labels for various cities and landmarks such as San Marcos, Encinitas, Rancho Santa Fe, Poway, San Diego, Chula Vista, and Tijuana.

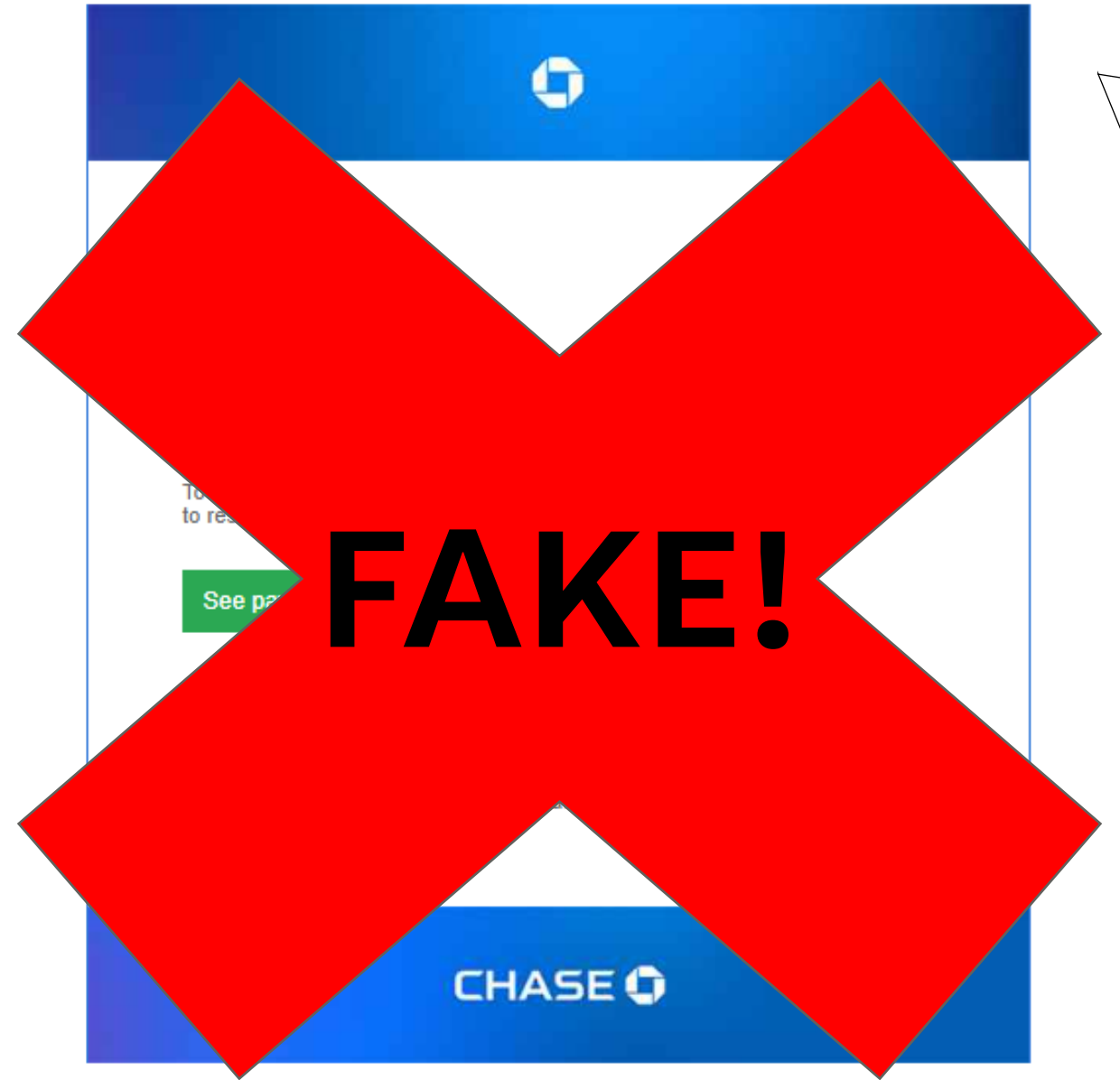
ANY EMOTIONS, URGENCY, OR FEAR WHEN YOU READ THIS?

Alerts are scary!

There is an “issue”.

Someone attempted to get my information!

My account is blocked – what does that mean?





● **LowesDeals Today**

From: news@netorg15475943.onmicrosoft.com

To: [REDACTED]

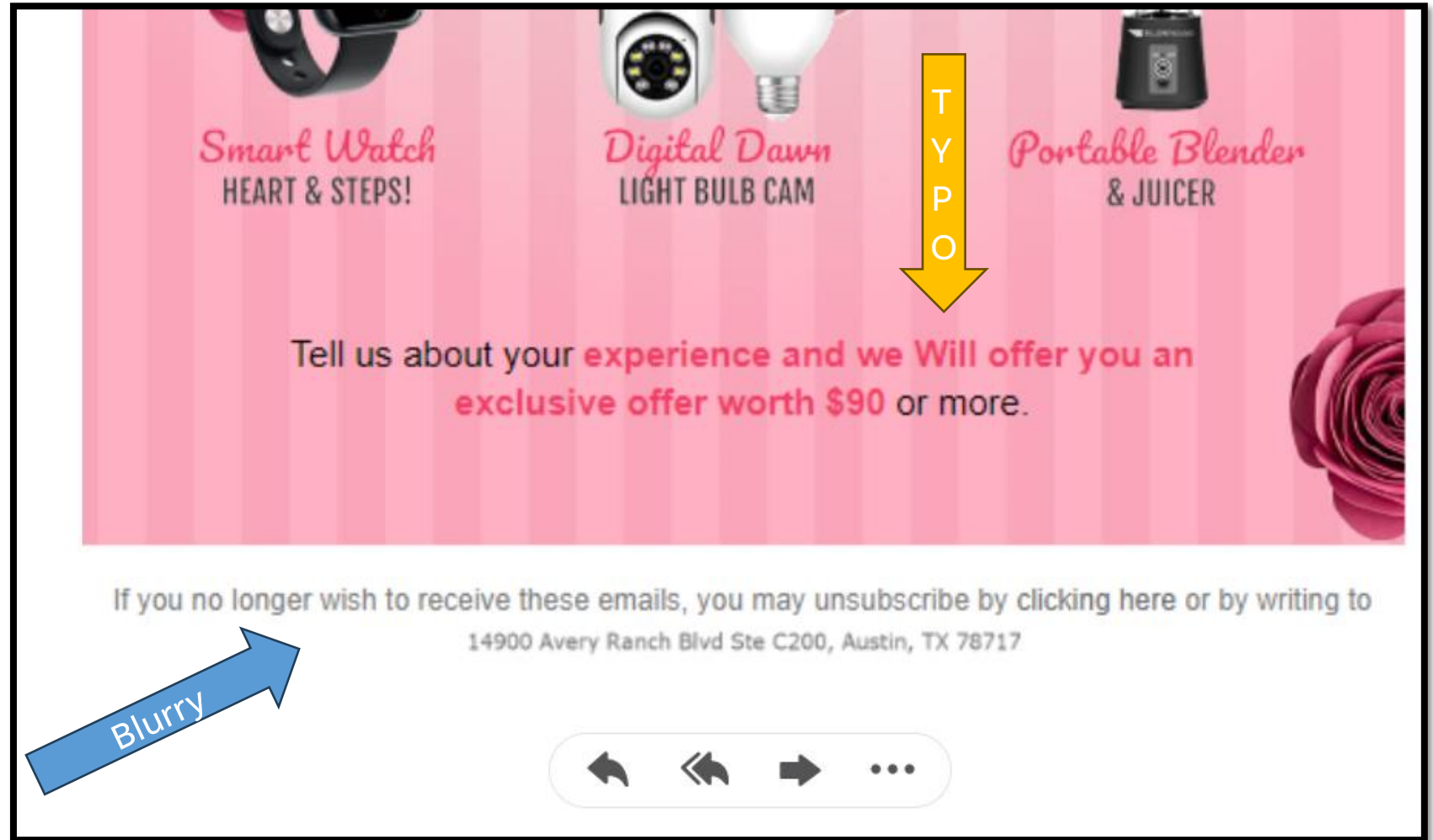


Fri, Feb 16 at 8:45 AM ☆

[Congratulations - Details Apply!](#)



DON'T BE AFRAID TO BE CURIOUS ... WITH YOUR EYES!!



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

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

If you no longer wish to receive these emails, you may unsubscribe by clicking here or by writing to

14900 Avery Ranch Blvd Ste C200, Austin, TX 78717



14900 avery ranch blvd austin tx



Maps Images Reviews Perspectives For sale Shopping Videos News

About 42,400 results (0.24 seconds)



14900 Avery Ranch Blvd
Austin, TX 78717



FEEL ANY EMOTIONS?



Smart Watch
HEART & STEPS!

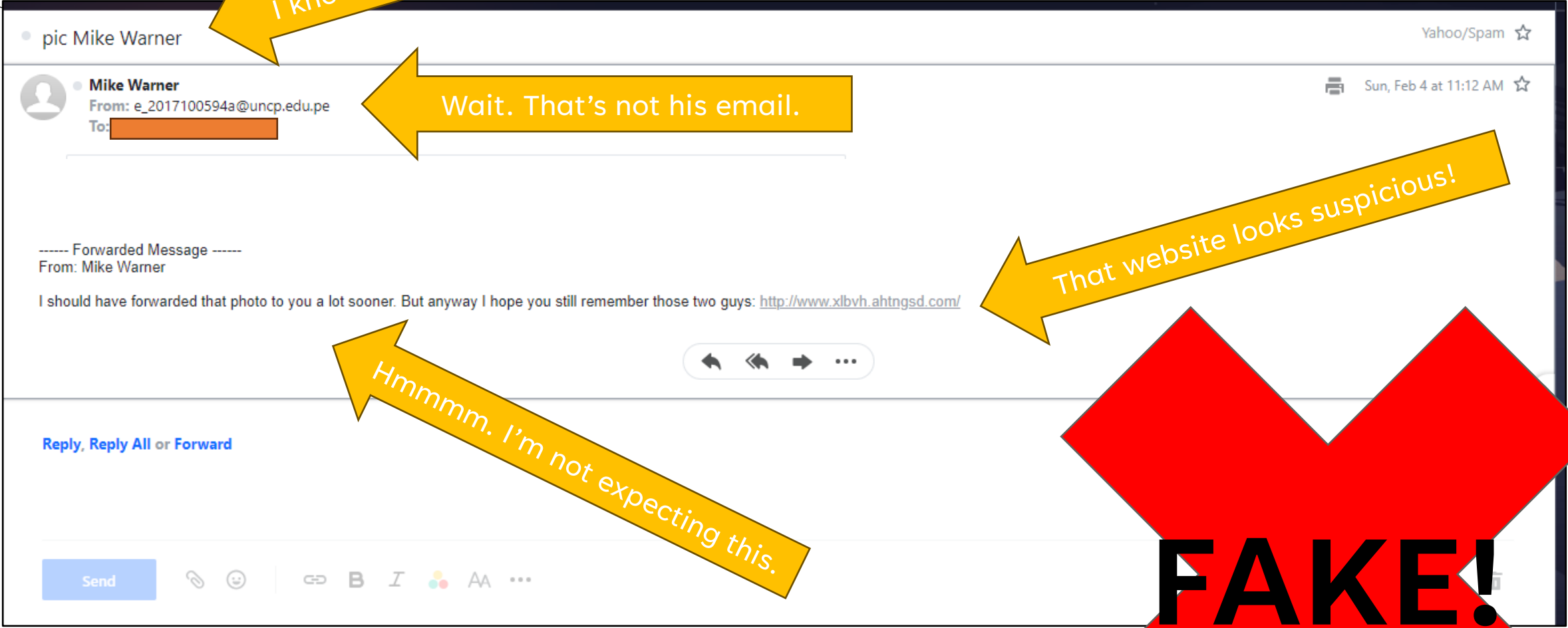
Digital Dawn
LIGHT BULB CAM

Portable Blender
& JUICER

Tell us about your **experience** and we **Will offer you an exclusive offer worth \$90 or more.**

If you no longer wish to receive these emails, you may unsubscribe by clicking here or by writing to
14900 Avery Ranch Blvd Ste C200, Austin, TX 78717





I know him!

Wait. That's not his email.

That website looks suspicious!

Hmmmm. I'm not expecting this.

FAKE!



You have (1) package waiting for delivery __389

Yahoo/Spam ☆

This is unexpected



FedEx

From: noreply-cards@talkhome.co.uk

To: [Redacted]



Tue, Jan 23 at 4:29 PM



FedEx

Don't Miss Your Package - Confirm Your Shipping Details

Images are not displayed? please click on **show images**



EXPRESSE



You have (1) package waiting for delivery __389



FedEx

From: noreply-cards@talkhome.co.uk

noreply-cards@talkhome.co.uk

noreply-cards@talkhome.co.uk

A profile card for 'FedEx' with a search icon, a grey profile picture, and the email address 'noreply-cards@talkhome.co.uk'.



FedEx



Inbox 172
Unread
Starred
Drafts
Sent
Archive

^ Less

Views Hide

- Photos
- Documents
- Emails to myself
- Subscriptions
- Receipts
- Credits
- Travel

Folders Hide

- + New Folder
- House Search
- Junk
- Notes

bjschool.com/2826514FC7397062RH415459235cU14080Sy1VYr186345ts

If I don't act, I won't get my package. Emotional Response!

FEDEX

You have a package waiting for delivery.
Confirm your shipping details

CONTINUE

Schedule your delivery and subscribe to our push notifications to avoid this from happening again.
Enter your tracking code:

FAKE!

That's not FedEx's website, is it?

LOOK – LISTEN – FEEL

From: no-reply@amazon.com <crw... >
To: [REDACTED]
Today at 11:33 AM

amazon

Greetings from Amazon,

We have locked your Amazon account and all pending orders.

We have taken this action because the billing information you provided does not match the information on file with the card issuer.

To resolve this issue, please verify now with the billing name, address, and phone number stored on your credit card. If you have recently moved, you may need to update this information with the card issuer.

[Check Now](#)

If we cannot complete the verification process within 3 days, all pending orders will be canceled. You will not be able to access your account until this process is complete.

We ask that you do not open new accounts as any new order you place may be delayed.

We appreciate your patience with our security measures.
Thank you for your attention.

Best regards,
Amazon Service Team

amazon

© 2021 [Amazon.com](#), Inc. or its affiliates. All rights reserved. Amazon, [Amazon.com](#), the [Amazon.com](#) logo and 1-Click are registered trademarks of [Amazon.com](#), Inc. or its affiliates. [Amazon.com](#), 410 Terry Avenue N., Seattle, WA 98109-5210.

Reference: [874507091](#)

Greetings from Amazon,

We have locked your Amazon account and all pending orders.

We have taken this action because the billing information you provided does not match the information on file with the card issuer.

To resolve this issue, please verify now with the billing name, address, and phone number stored on your credit card. if you have recently moved, you may need to update this information with the card issuer.

[Check Now](#)

If we cannot complete the verification process within 3 days, all pending orders will be canceled. You will not be able to access your account until this process is complete.


We ask that you do not open new accounts as any new order you place may be delayed.

We appreciate your patience with our security measures.
Thank you for your attention.

Best regards,
Amazon Service Team

LOOK – LISTEN – FEEL




 Amazon.com
<https://www.amazon.com> › help › customer › display

Amazon Device Warranty Provider

Amazon.com Services LLC, 410 Terry Ave. North, Seattle, WA 98109-5210, United States.

From Amazon.co.uk, Amazon.de, Amazon.fr, Amazon.it, Amazon.es, Amazon ...

From: no-reply@amazon.com <crw... >
To: [REDACTED]
Today at 11:33 AM



Greetings from Amazon,

We have **locked** your Amazon account and all pending orders.

We have taken this action because the billing information you provided does not match the information on file with the card issuer.

To resolve this issue, please verify now with the billing name, address, and phone number stored on your credit card. If you have recently moved, you may need to update this information with the card issuer.


[Check Now](#)

If we cannot complete the verification process within 3 days, all pending orders will be canceled. You will not be able to access your account until this process is complete.

We ask that you do not open new accounts as any new order you place may be delayed.

We appreciate your patience with our security measures.
Thank you for your attention.

Best regards,
Amazon Service Team



© 2021 [Amazon.com](#), Inc. or its affiliates. All rights reserved. Amazon, [Amazon.com](#), the [Amazon.com](#) logo and 1-Click are registered trademarks of [Amazon.com](#), Inc. or its affiliates. [Amazon.com](#), 410 Terry Avenue N., Seattle, WA 98109-5210.

Reference: [874507091](#)

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, pixeled, 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.

LOOK – LISTEN – FEEL

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.

Ask for help – nothing is so urgent you can't take the time to make a call to verify this is real or fake.

ASK FOR HELP

AARP Resources

Fraud Helpline:

877-908-3360

Toll-free service is available
Monday through 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

Ask the Tech Help Volunteers.

TAKE-AWAY 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.

Greetings from Amazon,

We have locked your Amazon account and all pending orders.

We have taken this action because the billing information you provided does not match the information on file with the card issuer.

To resolve this issue, please verify now with the billing name, address, and phone number stored on your credit card. If you have recently moved, you may need to update this information with the card issuer.

Check Now

If we cannot complete the verification process within 3 days, all pending orders will be canceled. You will not be able to access your account until this process is complete.

We ask that you do not open new accounts as any new order you place may be delayed.

We appreciate your patience with our security measures.
Thank you for your attention.

Best regards,
Amazon Service Team



we have locked your amazon account and all pending orders



Hindustan Times

<https://tech.hindustantimes.com> › Tech › News

Got Amazon "account locked" email? DELETE it now from ...

Dec 28, 2023 — The **Amazon "account-locked"** email has been a part of email-based scam that can steal **your** credentials.



MalwareTips Forums

<https://malwaretips.com> › Home › Scams

The Fake "Amazon Account Locked" Email Phishing Scam

Dec 11, 2022 — The "**Amazon Account Locked**" email is a scam that aims to trick **you into** revealing confidential information (eg. passwords, ...



Reddit · r/phishing

3 comments · 2 years ago

Accidentally clicked on Amazon phishing email link ...

Hi. So I received an email that seemed to be from Amazon that said. "**We have locked your Amazon account and all pending orders.**

Amazon account was locked and all pending orders placed on ... Apr 3, 2023

Please be very careful!! : r/AmazonMerch - Reddit Jul 12, 2021

Account Locked Then Unlocked But **Order** History Missing Dec 10, 2023

Account on hold temporarily **We** noticed unusual payment ... Feb 28, 2023

More results from www.reddit.com