



Guide to: Avoiding Email Scams

How to spot suspicious emails and what to do if you receive one:

Before trusting an email ask yourself:

1. Are you under pressure?

If the email requests you to click a link, download an attachment, or share information especially with any sense of urgency, be suspicious. Don't automatically click links or attachments unless you are expecting them. If you are unsure of something you have been sent, contact the sender by another means to verify their intent.

2. Is this out of character?

If the email appears to be genuine but seems out of character for the sender, treat it with caution and follow up verbally rather than replying. Fraudsters may try to build rapport in order to get what they want, such as a message from a senior member of the company asking for a discreet conversation over email to get you to impart information.

3. Have you checked the email address?

Fraudsters can register domain names very similar to that of legitimate businesses in order to appear genuine at first glance. Words may be deliberately misspelled in order to read as a familiar address. Double letters are often used in the place of W's or M's, or extra punctuation added. Check the spelling and punctuation in the address are correct.

To do this on mobile:

Open the email: At the top, underneath the "From" and "To" lines, you should find a link entitled "Details" or "View details" click to expand the "From" and "To" details which will display the email address of the sender and details as to when the message was received.

4. Have you double checked with the sender?

Spoofing allows fraudsters to send emails that appear to be from an address that you recognise. If the email is suspicious but the address appears to be genuine, always double check with the sender verbally.

What to do if an email seems suspicious:

Operate a zero-trust policy: if you have followed up with the sender where possible and/or you have any reason to believe that an email may be fraudulent:

1. **Press** Shift + Delete to clear the email from your inbox
2. Report the email to a supervisor or agreed contact in your organisation
3. Do not forward the email. To warn others, use print screen (Ctrl + Print SC) or use the snipping tool to capture a copy of the email safely before deleting the original email (Shift + Delete).