

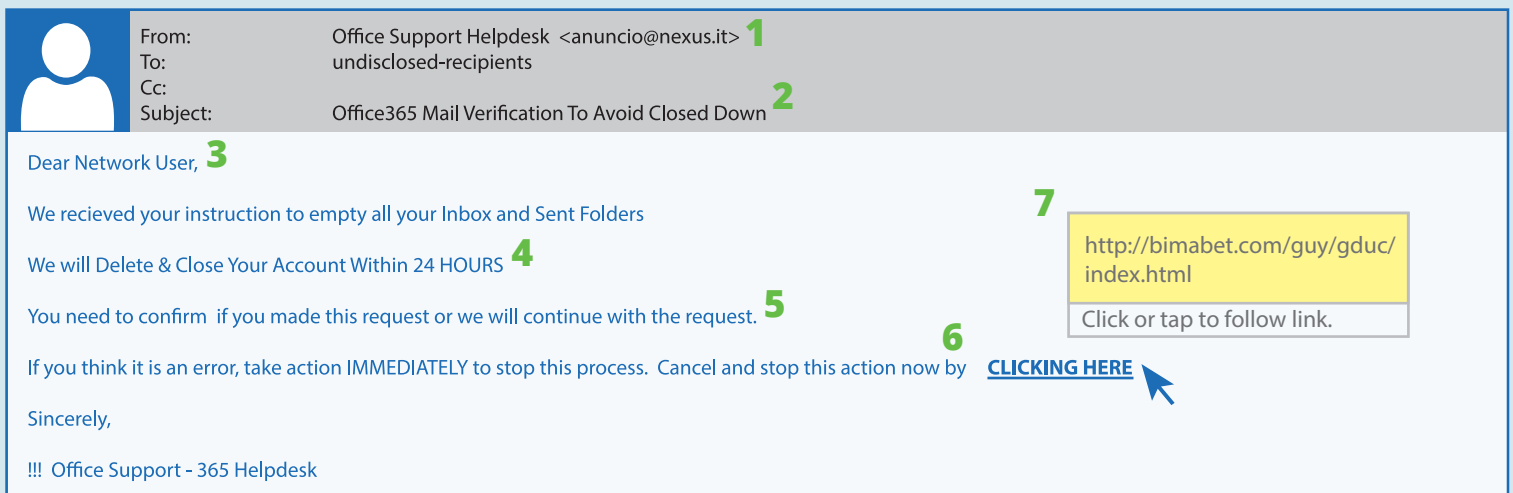
## What is Phishing?

Phishing is an email technique of sending fraudulent communication that appears to come from a reputable source. These fraudulent emails are aimed to steal sensitive information like usernames, passwords, and credit card numbers.

## How to Identify a Phishing Email:

Fraudulent emails typically ask you to open attachments, click on links, and prompt you to enter personal information. Pay attention to these details when you receive emails from outside your organization to identify potential phishing:

1. Sent from unrecognizable email address
2. Includes poor grammar and spelling
3. Uses general subject introduction
4. Has a high sense of urgency and/or privacy
5. Requests personal or sensitive information
6. Incentivizes action through threats, timelines, or rewards
7. Contains suspicious links that redirect to unknown website addresses



The screenshot shows an email header and body with several red flags highlighted by numbered callouts:

- 1**: From: Office Support Helpdesk <anuncio@nexus.it>
- 2**: To: undisclosed-recipients
- 3**: Subject: Office365 Mail Verification To Avoid Closed Down
- 3**: Dear Network User,
- 4**: We received your instruction to empty all your Inbox and Sent Folders
- 4**: We will Delete & Close Your Account Within 24 HOURS
- 5**: You need to confirm if you made this request or we will continue with the request.
- 6**: If you think it is an error, take action IMMEDIATELY to stop this process. Cancel and stop this action now by [CLICKING HERE](#)
- 7**: A yellow box highlights the link <http://bimabet.com/guy/gduc/index.html> with the text "Click or tap to follow link."

## Types of Phishing Attacks

**Spear Phishing:** Targets a specific group of individuals instead of a wide group. Attackers then research specific victims and customize their communications to appear more authentic.

**Whaling:** An attack on high-level executives within a company. Executives have access to lots of company information, so it is particularly important to protect their login credentials.

**Cloning:** The most common type whereby a legitimate email is duplicated but the content is replaced with malicious links or attachments.

## Protect your Company from Attacks

**Educate your organization** by teaching them how to recognize phishing emails and what to do when they are attacked.

**Implement security technology** such as malware protection, email and web security, user behavior monitoring, and access control. No single cybersecurity technology can prevent phishing attacks, but the extra protection will reduce attacks and their impact if they do occur.

<https://www.cisco.com/c/en/us/products/security/email-security/what-is-phishing>