

Don't Fall Victim to Phone and Email Scams

The Federal Trade Commission (FTC) has released an alert regarding new forms of tech-support themed telephone scams in which the caller claims to be from the “*Global Privacy Enforcement Network*” (a real organization but uninvolved). The caller says that your email account has been hacked and is sending fraudulent messages. They indicate that legal action will be taken unless you allow them to fix your (non-existent) computer problems.

In addition, several members of our community recently received a malicious email that bypassed spam filters with the subject line: “*Your Latest Documents from Angel Springs Ltd.*” On the link in the email introduces a dangerous virus that will encrypt files on your computer. Exercise care when clicking on links in email from unknown senders.

Please remain vigilant and remember the following:

Approach all unsolicited offers and communications with skepticism and caution.

Do not click on unsolicited email links or download attachments from an unknown source. Always compare a link in an email with the link you are actually directed to and determine if it matches and leads you to a legitimate site.

Don't give control of your computer to anyone who calls and offers to “fix” it. Never provide or confirm financial, password, or other or sensitive information to anyone who contacts you by phone or email.

Receiving a call and being pressured to act immediately is a sure sign of a scam. ***Hang up!***

Lehman's Information Technology Division team will identify themselves when calling but can be impersonated given that the College telephone directory is publicly accessible. IT Division staff will call in response to an identified issue, usually opened through the Help Desk and will never ask for sensitive information. It is always advisable to obtain the caller's name and callback number. Feel free to confirm with the Lehman Help Desk at help.desk@lehman.cuny.edu whether a call (or an email) is genuine.

In a connected world, information security is everyone's business. For more information, please refer to the Information Security Advisories at:

<http://www.lehman.edu/itr/it-policies-and-security-alerts.php>

<http://security.cuny.edu/>

<https://www.consumer.ftc.gov/articles/0346-tech-support-scams>

<https://www.us-cert.gov/ncas/tips/ST04-014>

Thank you for your cooperation.