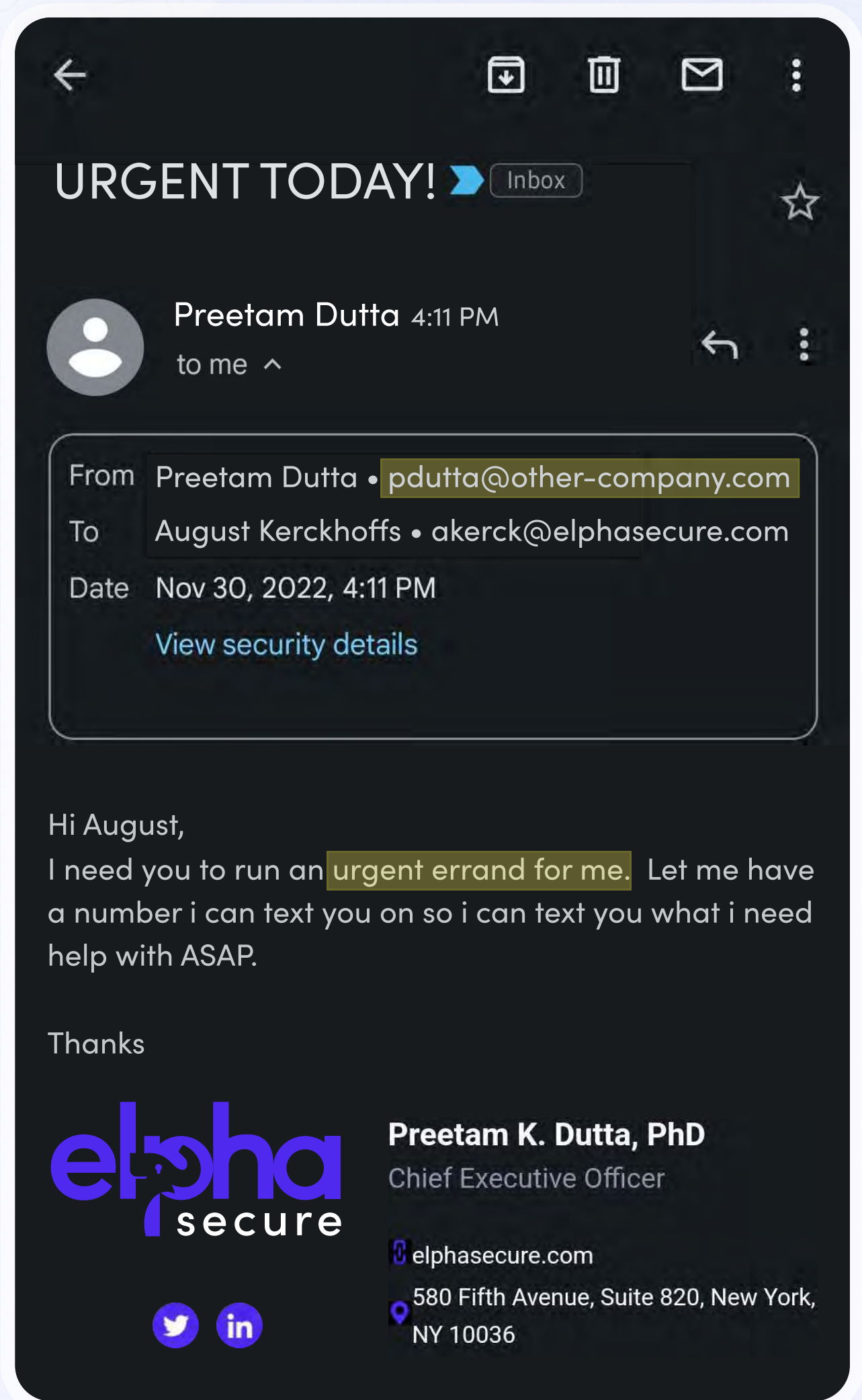


# 7 steps to avoid being tricked by cybercriminals

Social engineering claims in the form of fraudulent instructions are on the rise. Here are 7 steps you can take to defend against email and voice phishing.

- 1** **Be cautious with high-risk requests**  
 Always be vigilant when you receive email or phone instructions asking you to change banking information.
- 2** **Verify sender authenticity**  
 Double-check the email address or phone number when receiving a request for banking information.
- 3** **Secondary communication methods**  
 Use a second method to verify the request. Call a verified corporate number to confirm email requests.
- 4** **Confirm with multiple people**  
 By elevating high-risk requests to a second pair of eyes, such as a manager, you can limit your risk exposure.
- 5** **Don't fall for pressure tactics**  
 Look out for time-sensitive or hierarchical requests. Often our desire to be cooperative is emotionally manipulated.
- 6** **Look for Business Email Compromise**  
 If a social engineering email is found, always investigate the potential for a email system compromise.
- 7** **Use multi-factor authentication**  
 Implement multi-factor authentication (MFA) on all email accounts to mitigate Business Email Compromise.



We recommend distributing this document to the appropriate individuals in your organization.