

# SOCIAL ENGINEERING INDICATORS

Most cybercriminals are master manipulators, but that does not mean they are all manipulators of technology — some cybercriminals favor the art of human manipulation. They favor social engineering, which means exploiting human errors and behaviors to conduct a cyberattack. Don't be the next victim - watch out for these signs of a phishing email!



## SUSPICIOUS SENDER'S ADDRESS

Cybercriminals will often imitate the address of a legitimate business when sending you an email or a message.



## GENERIC GREETINGS AND SIGNATURE

Generic greeting like “Dear Valued Customer” or “Sir/Ma’am”, combined with a lack of contact information in the signature block are suspicious.



## SECONDARY DESTINATIONS

Some phishing attacks involve directing the victim to a legitimate document hosting site, or attacking a non-malicious document to the message.



## SPELLING AND LAYOUT

A message with poor grammar and sentence structure, misspellings, and inconsistent formatting is most likely a sign for a possible phishing attack.



## SPOOFED HYPERLINKS & WEBSITES

Spoofed links do not match the text that appears when you hover over them. Malicious websites use a variation in site's spelling or a different domain.



## SUSPICIOUS ATTACHMENTS

Often, cybercriminals use a false sense of urgency or importance to persuade the user to download/open a malicious attachment.

Source: Cybersecurity and Infrastructure Security Agency (CISA)

Familiarizing yourself with these Social Engineering indicators will help you identify and report them to your cybersecurity team!