



## How to spot phishing e-mails

1. You haven't requested to change or reset your login details  
Usually when you receive an e-mail calling you to take action on changing or resetting your login details or password it's because you have requested that reset yourself. If you haven't it's best to not click on anything and contact the service provider.
2. The message appears to be from a government agency such as HMRC  
Government agencies don't usually use e-mails as a way of contacting you. In recent years there have been a lot of phishing e-mails bought to light showing cyber criminals creating very realistic e-mails to lure users into thinking they have received a tax rebate or similar. Always contact the agency directly.
3. Don't use the contact details given in the suspected phishing e-mail  
Cyber criminals have been known to go as far as setting up telephone numbers given in their phishing e-mails as a source of contact so that when users ring they are told the e-mail is legitimate and to go ahead and continue with the emails instructions or to give details over the phone. Do your own search for the company or agencies real website for contact details or use letters sent to your home address with contact details on.
4. Mismatched URLs  
A good way to spot fraudulent or malicious e-mails is to hover over links displayed in the message with your mouse to see if the link that appears matches the one shown. If it doesn't it's likely to be a phishing e-mail.
5. Misleading domain names and URLs  
For example the domain name info.yourimpact.com would be a child domain of yourimpact.com this is because yourimpact.com appears at right hand side of the domain name however, yourimpact.com.fraudulent.com would not have originated from yourimpact.com because the reference to yourimpact.com is on the left side of the domain name instead of the right hand side. The cybercriminal creates a child domain showing the name Vodafone, Amazon, etc. So the misleading domain name looks something like Vodafone.fraudulent.com.
6. The e-mail asks you to provide personal details  
A reputable company or service should not ask you to provide card numbers or security question answers.
7. Something doesn't feel right  
If something doesn't feel right or seems too good to be true it may be best to go with your instinct as unfortunately it could be right!