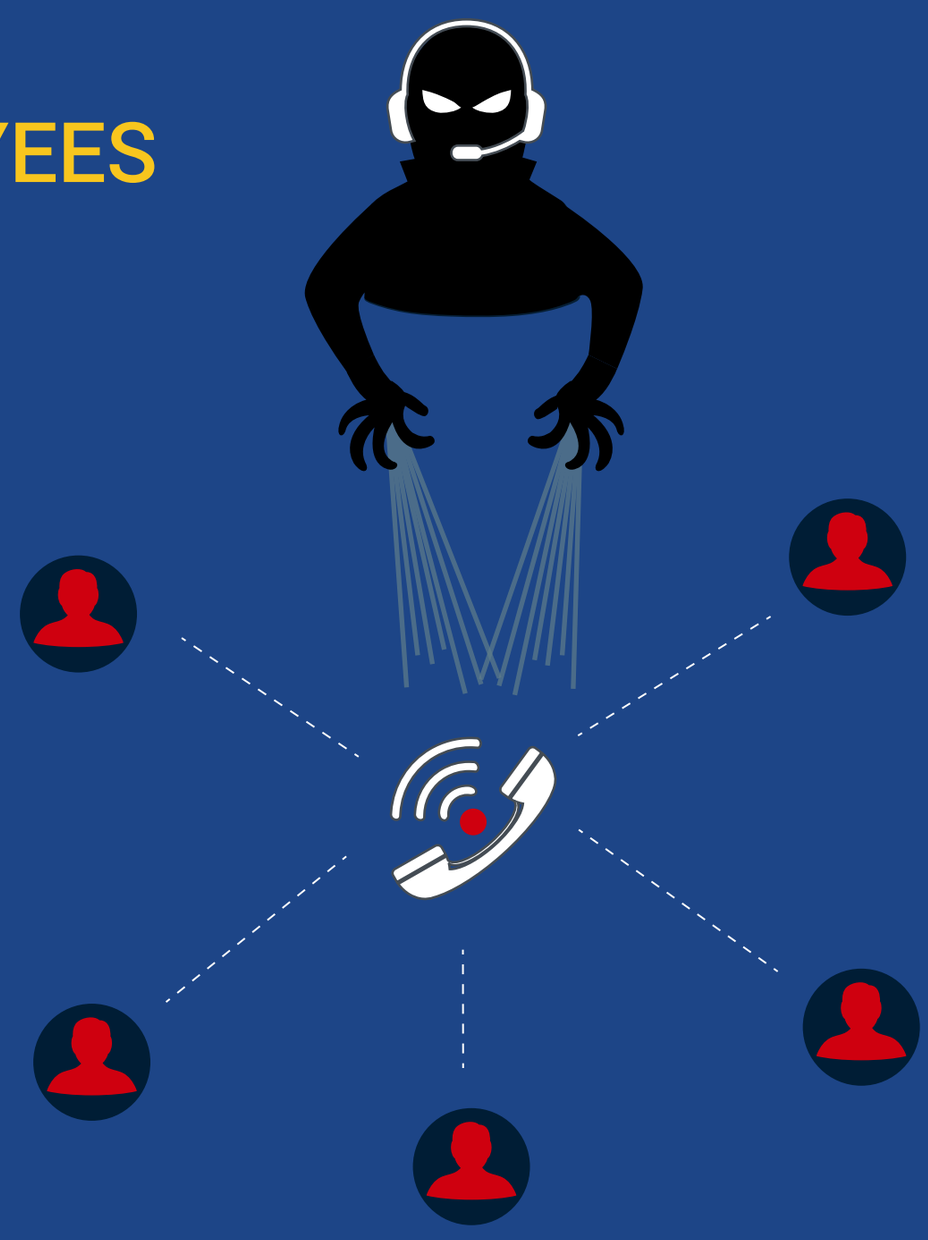
VISHING

THE VOICE PHISHING SCAM

ADVICE FOR CORPORATE EMPLOYEES

EUROPOL EC3 European Cybercrime Centre

A fraudulent practice where verbal communication technology (e.g VOIP or telephone) is used by an unauthorised entity pretending to be a reputable company. The aim is to manipulate individuals into revealing financial or personal information, or into providing unlawful access to their corporate networks.



BE AWARE OF THE SCAM - HOW TO RECOGNISE THE CALL?

Generic greeting.
The attacker rarely knows your name

Sense of urgency due to different reasons: detected unsecure systems, bank account problems, package delivery, etc.

Impersonation of a trusted third party, such as banks, technological or telecommunications companies, courier, etc.

Reference to personal information available on public corporate websites or social media profiles

WHAT CAN YOU DO?

During the call

Try to verify the identity of the caller

Avoid giving any information such as your contact details, your company's organisational structure, etc.

Avoid performing any action you may be requested: configuration change, sending an email, clicking on a link, etc.

After the call

Report to your corporate Helpdesk:

- **The date and time of the call**
- **The originator's phone number**
- **Any other data provided by the attacker**
- **Any action you may have been requested to perform**

HOW TO AVOID BECOMING A VISHING TARGET?

Limit the amount of personal information you share online

Avoid providing your corporate contact details (email, phone number, etc.) to external websites unless there is a business need

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