

### **Fake Addresses or Web Links**

The sender's displayed name and email address do not match the purported company the email represents, or the links send the recipient to other websites not associated with the purported company.

## **Spelling and Grammar Errors**

The email contains clear spelling or grammatical errors. Emails from legitimate companies are normally proof read extensively before sending.



# No Personalization/ Contact Information

The email contains a generic salutation and/or lacks any contact information for the recipient to use if they have questions.

## **Requests Personal Info**

The email request that you follow a link to log in, or requests personal information such as a credit card number or password.

## **High Urgency or Threats**

The email creates a high sense of urgency, or threatens consequences for inaction.