

# How to spot a phishing email



This document is interactive,  
click the play button to get started.





## So you've read “How to spot a phishing email” and now you want to put your skills to the test?

View each email example as if you were the recipient – Sara Smith. First, select whether you think the email is **legitimate** or **suspicious**.

If you select that the email is suspicious, you will then be prompted to highlight the suspicious content in the email.

Let's begin →



New message

From:

James.South@JSCatering.co.uk

Subject:

Invoice 54623 from JS Catering

To:

Smith, Sara

Attachment: PDF named Invoice 54623 (183KB)

I hope that this email finds you well.

Following on from your conversation with Cindy, I have attached this overdue invoice for your information. Please can you arrange for this to be processed for payment as soon as possible?

If you have a query or need any further information, please do not hesitate to contact me.

Thanks,

Kind regards.  
James

James South  
Finance  
JS Catering LTD  
0113 456 2301 | 07925 263 2256  
www.JSCatering.co.uk

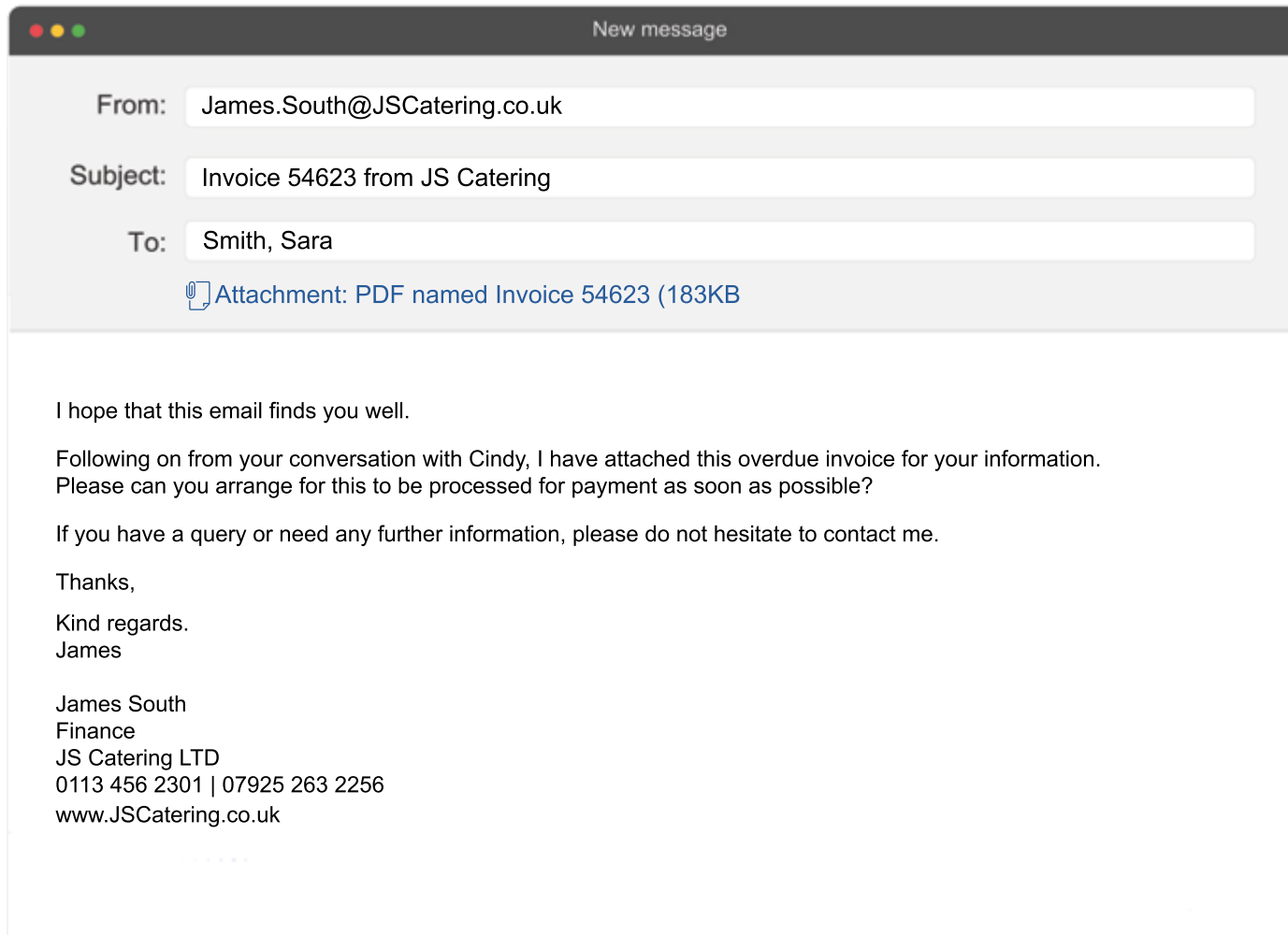
Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





Answer:

**Legitimate**

Assuming a world where you recognise JS Catering and remember your conversation with Cindy about an overdue invoice – this email looks legitimate. The sender uses a company email domain which is spelt correctly and matches the website address at the bottom of the email.

The attachment is an invoice, which James has asked to be paid promptly. While urgency can sometimes be suspicious, the context tells us there is no cause for concern.





New message

**From:** Office365 - System <gmarsh@noblesys.com>

**Subject:** Re: Office 365 - Update

**To:** Sara, Smith

❗ If there are problems with how this message is displayed, click here to view it in web browser.

## Office 365 - Update

Dear user

This message is being sent to you to inform you that your account is to be closed

If you wish to continue using this account please upgrade to our services.  
Ignoring this message will cause your account to be closed

[Update your account](#)

Note: Please take a few moment to update your account now

Thanks,

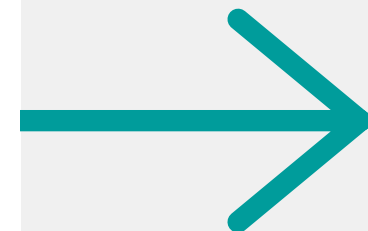
Regards  
Microsoft.com Team

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





New message

**From:** Office365 - System <gmarsh@noblesys.com>

**Subject:** Re: Office 365 - Update

**To:** Sara, Smith

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## Office 365 - Update

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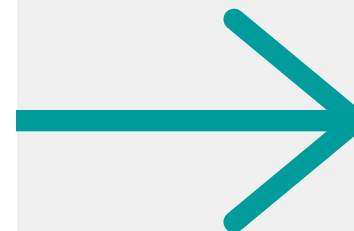
Thanks,

Regards  
Microsoft.com Team

Answer:

**Scam**

Click on all of the clues that this email could be a phishing scam.



3

New message

From:

Allen.Scogin@gmail.com

Subject:

Billing error – please refund

To:

Smith, Sara

Dear Sir or Madam,

I'm making contact with you to state a payment mistake in the amount £144 on my bank account. This amount is inaccurate because you have literally billed me twice. I am asking for the error to end up being solved, that any funds and also other payments related to the debated amount be credited too, and that I get an appropriate statement.

Attached are the bank statement as well as the invoice confirming my situation. Please check out this issue and solve the invoicing mistake as soon as possible please.

[A Scogin Halifax January 2021](#)

Respectfully yours,

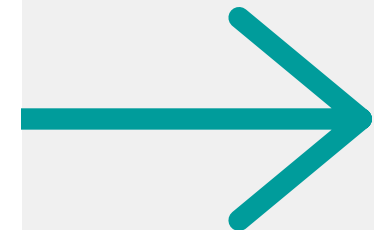
Al Scogin

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





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To: Smith, Sara

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See link below to my bank statement as well as the invoice confirming my situation. Please check out this issue and solve the invoicing mistake as soon as possible please.

[A Scogin Halifax January 2021](#)

Respectfully yours,

Al Scogin

Answer:  
**Scam**

Click on all of the clues that this email could be a phishing scam.





4

New message

From: Human Resources <COVID19benefits@HR.Tech>

Subject: \*\*\*COVID-19 Employee benefits\*\*\*

To: Smith, Sara

Attn: All Staff,

Access Important Shared Document in regards to COVID-19 Employee benefits review.

[Click to add Documents to Office 365 OneDrive and view](#)

OneDrive by Microsoft makes creating and sharing seamlessly simple and secure.

Sincerely,  
IT Support/Help-desk  
Copyright 2020 Microsoft  
All right Reserved.

Does this email seem

☒ legitimate?

☐ suspicious?

Please click your answer above.





New message

From: Human Resources <COVID19benefits@HR.Tech>

Subject: \*\*\*COVID-19 Employee benefits\*\*\*

To: Smith, Sara

Attn: All Staff,

Access Important Shared Document in regards to COVID-19 Employee benefits review.

[Click to add Documents to Office 365 OneDrive and view](#)

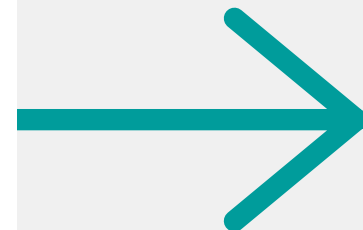
OneDrive by Microsoft makes creating and sharing seamlessly simple and secure.

Sincerely,  
IT Support/Help-desk  
Copyright 2020 Microsoft  
All right Reserved.

Answer:

**Scam**

Click on all of the clues that this email could be a phishing scam.




5

New message

From: Adelaida Gobin <a\_gobin@gmail.com>

Subject: Application: Health Care Assistant

To: Smith, Sara

 [Attachment: A Gobin CV](#)

To Sara Smith,

I would like to express my interest in the positon you have advertised for a Health Care Assistant.

Attached is a copy of my CV - which will provide some detail on the skills I can bring to the role. I would be happy to hear from you with any questions you might have.

I look forward to hearing from you.

Yours Sincerely,

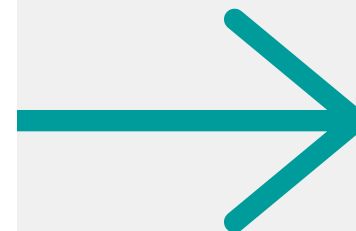
Adelaida Gobin

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.




5

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To: Smith, Sara

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Attached is a copy of my CV - which will provide some detail on the skills I can bring to the role. I would be happy to hear from you with any questions you might have.

I look forward to hearing from you.

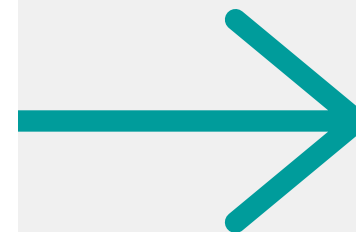
Yours Sincerely,

Adelaida Gobin

Answer:

**Legitimate**

Assuming you are expecting applications for a health care assistant – this email looks legitimate. While there is a spelling error, Adelaida might have been nervous or just plain sloppy! However it is most likely a regular mistake as the rest of the email is well written.




6

New message

From: Public Health Agency <no.reply.mail@emaildistro.net>

Subject: Important Update and Tracking (COVID-19)

To: Smith, Sara

 [Attachment: Word document: COVIDTracker\\_Guide.docx](#)

Tuesday 19th January 2021.

We are writing to provide you with another update from the Public Health Agency with regards to the novel coronavirus (COVID-19). A voluntary tracking app has been created to shield citizens from exposure while protecting your privacy. Using location data, tracking allows us to send you notifications when you've come into contact with infected citizens. Please see attached guide to learn more and decide if this app could be beneficial to you or your family.

Thank you,

Public Health Agency

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.






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Thank you,

Public Health Agency

Answer:

**Scam**

Click on all of the clues that this email could be a phishing scam.



7

New message

From: Info<NoReply@drubb-pigtask.com>

Subject: We Would like to Thank you


To: Sara, Smith

! This message is high priority.

**Expiring Soon : Your GEICO Reward Worth \$90.**

**Over \$4,000,000 in Offers given out so far!**

**GEICO**  
Customer Survey 2020



**Attention Geico Users!**

Complete this short 30-second survey about Geico to select one of our exclusive reward offers (minimum value \$90)

**This offer is available for today only!**

**Take Survey Now**

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





7

New message

From: Info<NoReply@drubb-pigtask.com>

Subject: We Would like to Thank you


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Customer Survey 2020



**Attention Geico Users!**

Complete this short 30-second survey about Geico to select one of our exclusive reward offers (minimum value \$90)

**This offer is available for today only!**

**Take Survey Now**

Answer:  
**Scam**

Click on all of the clues that this email could be a phishing scam.



New message

From: Rackspace <Eloise.Parker@aol.com>

Subject: Important information about your account

To: Smith, Sara

Good morning,

We have detected an unpaid sum (Invoice 156352) on your Rackspace account. Please take a few minutes to settle the outstanding amount.

[Access your profile here](#)

Note: The link above is only valid for 24hours.

Thank you for using Rackspace.

Kind regards,

Eloise Parker  
Accountant, RackSpace

\*\*\*\*\*

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





New message

From: Rackspace <Eloise.Parker@aol.com>

Subject: Important information about your account

To: Smith, Sara

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We have detected an unpaid sum (Invoice 156352) on your Rackspace account. Please take a few minutes to settle the outstanding amount.

[Access your profile here](#)

Note: The link above is only valid for 24hours.

Thank you for using Rackspace.

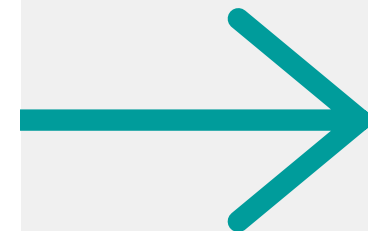
Kind regards,

Eloise Parker  
Accountant, RackSpace

.....

Answer:  
**Scam**

Click on all of the clues that this email could be a phishing scam.





New message

From:

Rachel Huang <Rachel.Huang@brightcare.co.uk>

Subject:

Confidential

To:

Smith, Sara

Hi Sara,

It's a real shame we couldn't throw our Christmas Party last year.

The team deserve a treat - so I thought we could organise a huge summer bash instead!  
Let's keep it between you and me for now?

This one is called the Rainbow house – how fitting! Do you mind checking availability in June?

[The Wow House Company](#)

Will call you later to chat.

Thanks,

Rachel

Sent from my iPhone

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.





New message

From:

Rachel Huang <Rachel.Huang@brightcare.co.uk>

Subject:

Confidential

To:

Smith, Sara

Hi Sara,

It's a real shame we couldn't throw our Christmas Party last year.

The team deserve a treat - so I thought we could organise a huge summer bash instead!  
Let's keep it between you and me for now?

This one is called the Rainbow house – how fitting! Do you mind checking availability in June?

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Will call you later to chat.

Thanks,

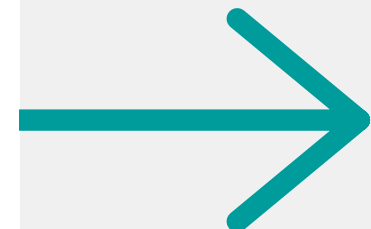
Rachel

Sent from my iPhone

Answer:

**Legitimate**

A quick hover over the link will show you this email is full of good news.



New message

From: Rachel Huang <Rachel.Huang@brightcare.co.uk>

Subject: Payment

To: Smith, Sara

Hi Sara,

Please find enclosed vendor banking instructions for a payment that was supposed to go out last week. I need you to process it immediately please.

I'm a bit busy this morning, but will give you a call later to follow up.

Thanks,

Rachel

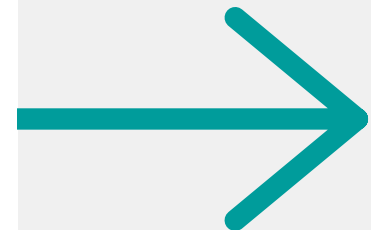
Sent from my iPhone

Does this email seem

☒ **legitimate?**

☐ **suspicious?**

Please click your answer above.



New message

From: Rachel Huang <Rachel.Huang@brightcare.co.uk>

Subject: Payment

To: Smith, Sara

Hi Sara,

Please find enclosed vendor banking instructions for a payment that was supposed to go out last week. I need you to process it immediately please.

I'm a bit busy this morning, but will give you a call later to follow up.

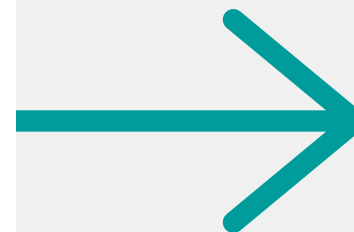
Thanks,

Rachel

Sent from my iPhone

Answer:  
**Scam**

Click on all of the clues that this email could be a phishing scam.







## Well done for completing our phishing email scam test.

In summary, to detect a phishing email scam, look for these five clues:

1. The sender email address uses a public email domain
2. The domain name is spelled incorrectly
3. The email is poorly written
4. The email includes suspicious attachments or links
5. The message is URGENT!

Share this test with your colleagues to ensure everyone keeps cyber security a priority.

For more information visit

<https://www.marshcommercial.co.uk>

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