

Kathy Papalia, the Diocese of Erie's Network Administrator, sent a warning about email scams and included incredible insights in spotting scams. The following is a screenshot of the fraudulent email and her tips on recognizing that it is a scam.

Receipt Information

Update Confirmation <efrainjsadowskim870@gmail.com>
To: *****

Reply Reply All Forward

Tue 12/7/2021 12:01 PM

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

This email is from an external sender. Take care when clicking links, opening attachments or responding.


Thank You For Your Recent Purchase With [Apple Inc.&@RYFHD\\$Y&^%&^%\\$@%\\$#^%RFHGFT#^\\$R&%TYHVN](#)

Your account has been set for Auto Debit from your saved billing on the account in the next 24 hours.
The services will be delivered in 48 hours and you will receive a confirmation email once it is activated.
You will receive another email with the confirmation in the next 48 hours.

If you want to cancel/modify your order, get in touch with us before it gets delivered @ 1 (808) 482 5722

Please find your order information below:
Order Number: H APPL BAD XXXXZ
Order Date: 07-Dec-2021
Order Name: Cyber Tuner
Amount: USD 1499.99
Paid via iTunes
Mode By: Billing on account
Payment Mode: Auto Debit

We hope you shop with us again soon.
Apple Inc
Helpdesk : 1 (808) 482 5722



How do I know this is a scam?

- **Look for odd wording or weird links:** There sure are a lot of percentage signs in the web link. And, I doubt Apple would use "Apple Bad" in their order number.
- **Scammers use fraudulent email addresses:** An Apple purchase would come from an official email address NOT a gmail address. I look at email from random gmail accounts as potentially fraudulent.
- **Checking email addresses isn't enough:** Do your due diligence where phone numbers are concerned. Apple's support number would be a 1-800 number not a 1-808 number. Never dial the phone number in a concerning email. Always confirm the number through independent means. In my case, I googled "Where is the 808 area code" and learned 808 is Honolulu's area code. That is very sneaky because most people see an 800 number and automatically assume it's a toll free business number.
- **Scammers use scare tactics:** Note the sentence "If you want to cancel/modify your order, get in touch with us before it gets delivered." Don't let THEIR sense of urgency get past YOUR defenses.
- **Scammers want your personal information:** Scammers are hoping you will call them to dispute the charge. When you do, they'll ask you for your credit card number so they can "research the issue". Or, they'll ask you for your bank account number so they can "reverse the charges". Or, they may ask for your PayPal credentials or even suggest setting PayPal up on your behalf. Since the "charge" supposedly comes from iTunes, they may suggest you purchase an iTunes card so they can credit it with the refund. Once they have your personal information, they will steal your funds.