

BBB Phishing Attack Targets Executives

Recently executives at corporations have been receiving emails purporting to be from the Better Business Bureau (BBB). These fraudulent emails are targeted specifically at management and look very convincing. The alarming and unique aspect of these



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phishing attacks is that they are highly personalized. Unlike normal phishing attacks that are sent out to every email address they can find, these are highly targeted attacks. Normal phishing attacks will tell people who have no PayPal accounts that there is a problem with their PayPal account. The BBB phish will only be sent to companies that are BBB members, will be addressed directly to the recipient, and reference the name of the company the recipient works for. The email will use a spoofed address that looks exactly like it came from the Better Business Bureau. The complaint will include an ID number and the name of the person who is allegedly complaining.

When the executive reads the email they will find a link to a "document". Here is where a little computer knowledge and observation pay off big time. When the link to the "complaint" is clicked, a warning dialog will pop-up asking if you want to run or save the file. The file will have a name like "Complaint_Details_XXXXXXXXXXXXX.doc.exe" where the x's are a number. Notice the file ends with .doc.exe. This means it is not a document, but rather an EXE, or program file. The file will proceed to steal passwords and other information useful to thieves.

My long standing advice is as applicable in business as in personal communications. If you receive an email with an attachment or a link to a website and you were not specifically expecting that EXACT email - verify that it was intentionally sent to you. Do not use information included in the email to make contact. Use externally available information, such as the Yellow Pages. The fact that it is addressed to you is not relevant, even for the BBB.

When the BBB receives a complaint about a business they will contact the business either through email or a letter sent through the US Post Office to the Business. The method of communications depends on how the business indicated they wished to be contacted. If email is chosen, a link to the complaint will be sent, and not an attachment at all.

If your business has signed up for email communications and you receive an email from the BBB with a link to the complaint — ALWAYS call the BBB to validate BEFORE you click on the link.

For more information please see <http://www.bbb.org/alerts/article.asp?ID=744>.

As always, please feel free to send questions or comments to AskESET@eset.com



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