How to talk to patrons about: *How to Spot a Phishing Scam*

- Often, phishing scams come from email addresses that look like an official address but are not. For example, Bank of America email addresses look like this: name@department.bankofamerica.com. If you get an email from an address that looks like this: bankofamerica@gmail.com or bankofamerica@bankkofamericaa.com, this is likely a phishing attempt.
- If it looks too good to be true, it probably is.
- Never click on a link or download an attachment. If you're worried about your account, log in separately or call the company.

"Be sure to look closely at the email address that the suspicious email came from. If there are obvious misspellings or the account is a Gmail or Yahoo account, it is probably a scam."