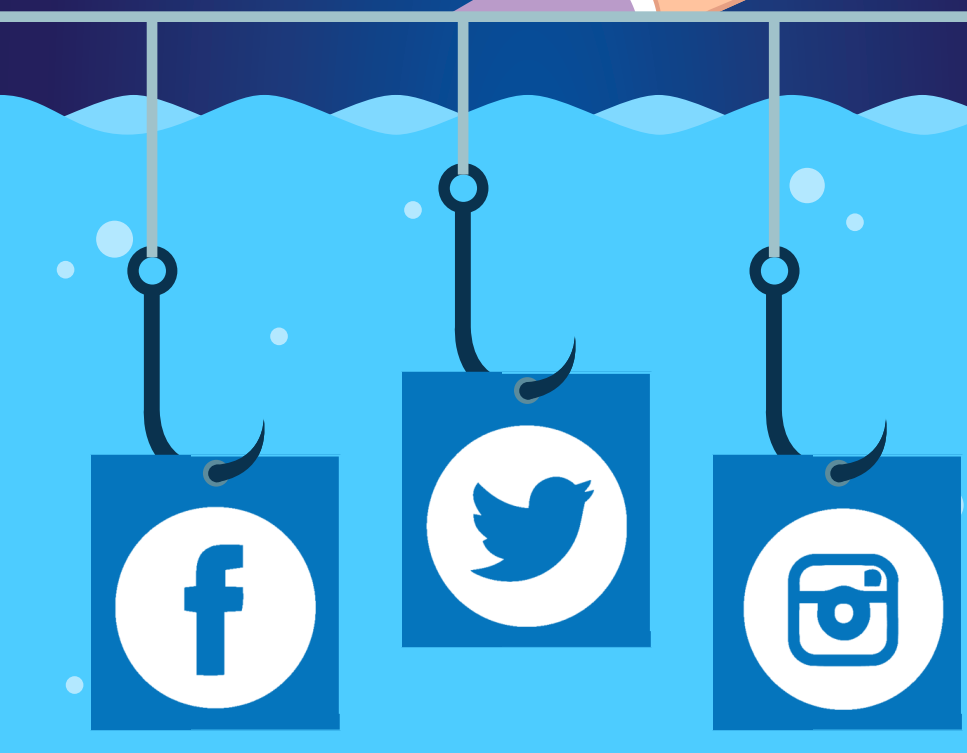
A New Angle on PHISHING

Don't get hooked by this scam

LOOKING FOR SPEEDY CUSTOMER SERVICE?

Data from Consumer Reports shows social media has passed email and phone calls as the preferred support option for customers younger than 25.

As a customer service channel, social media is huge. **More than 150 million people per month interact with businesses on Instagram Direct.** Customers today expect an **instant response,** and social media is widely seen as the fastest, most direct way to get problems resolved and complaints addressed.



BUT, THERE'S A PROBLEM:

Platforms such as Facebook, Instagram and Twitter are quick and convenient, but they've become a hotbed for one of the newest twists on scams—**Angle Phishing.**

WHAT'S THE CATCH?

Let's say you're frustrated about an online order. Your package should have arrived days ago. In the heat of the moment, you go to social media to vent, calling out ABC Company and complaining about poor customer service. To friends and followers, it seems like a harmless rant, but to a scammer, it's all the bait they need.

Angle Phishers surf feeds for posts just like these. With details as basic as the company name, the scammer reaches out via direct message, posing as a member of the support team using the cover of a fake account. They appear concerned, sound genuine and make an offer to help. What they really want is your **account information, credit card info or other sensitive data.**

HOW TO AVOID GETTING ANGLE PHISHED:

Before messaging a business, read the page description to be sure it's the official account of the organization. Twitter, for example, uses a blue checkmark system to denote verified accounts.

If you're unsure, direct your customer service issue to the business' website whenever possible. Another good way to get immediate assistance is by using chat tools, which are often available on the website of the business.

Beware of random direct messages from strange accounts. Scammers often embed their messages with links to malware or other phishing sites. Don't click on them.

Think before you post. Information as basic as the organization's name can be all the scammer needs to reach out to you.

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Sources:
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