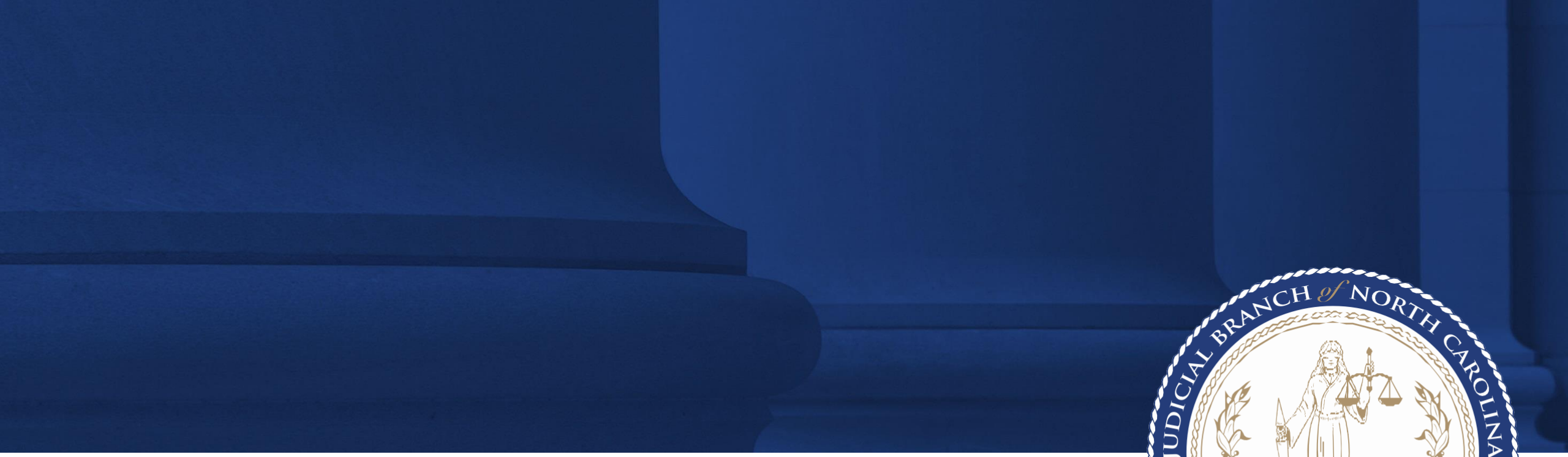


Online Safety Awareness

June 2020

Introduction

During previous Dispute Resolution Commission's mediator certification renewal periods, some mediators received fraudulent emails. The emails were sent by individuals or groups seeking to obtain mediator credit card or other financial information. The Commission wants to keep your information private and secure.

This presentation will provide users with the information and tools needed to safely communicate using email.

We will be looking at two tactics that malicious individuals use to obtain your personal information: **Phishing** and **Pharming**.

What is **Phishing**?

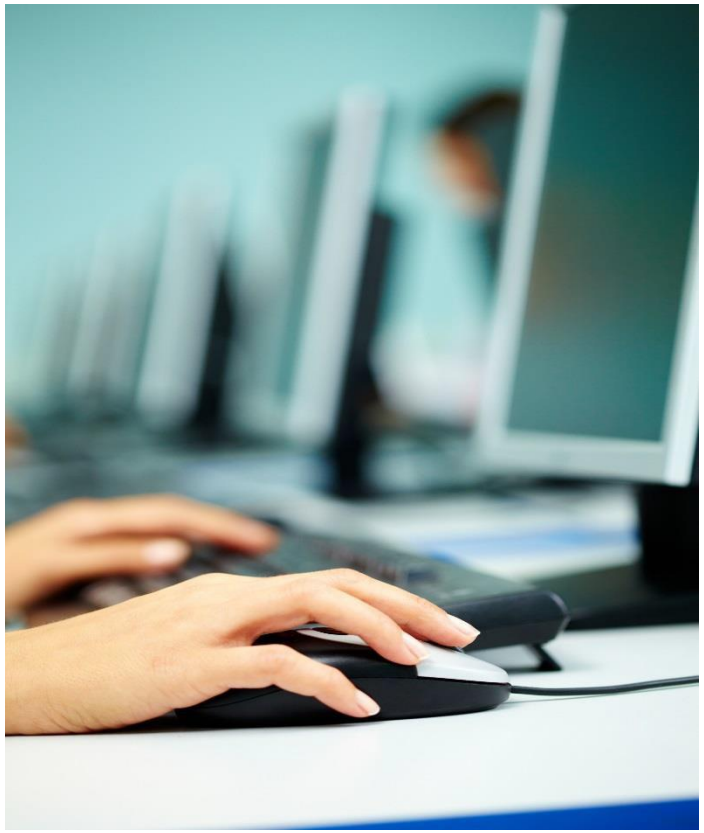
- Sending fake emails to fool users into taking an action, such as clicking on a link or opening an attachment, in order to complete a malicious action.
- Why do malicious users phish?
  - Steal usernames and passwords
  - Receive payment under false pretenses
  - Access other business/personal information without permission
  - Infect an organization's technology assets or an individual user's computer with malware

What is **Pharming**?

- A common approach is a fake email or website made to look like a known, legitimate site to get users to attempt to log in. Once users do this their username and password are stored by hacker(s).
- Why pharm?
  - Sell usernames and passwords for identity theft of others
  - Make fraudulent purchases
  - Gain unauthorized access to email, banking, and other services

Identifying phishing emails

- There are ways to identify phishing emails. These include:
  - Checking the email address of the sender
  - Paying attention to the website addresses of any links
  - Looking for poor grammar and misspellings
- The next three slides will provide specific examples of fraudulent emails.



Sample 1

"All the best" is not a greeting for an email.

The sender's email address is non-Judicial **AND** non-US (.pl domain is for Poland)

From: DRC Mediators <julsikor@pg.gda.pl>
Date: November 17, 2017 at 6:19:08 AM EST
To: <wmcelwee@mcelweefirm.com>
Subject: Invoice 0241530914 reminder

All the best ,

Invoice Notification. Date:17 Nov 17. Got questions? Just give me a call at 01383 867029.

Invoice 0241530914 reminder:
https://juuve.nl/beatrixkwartier/wp-content/LLC/

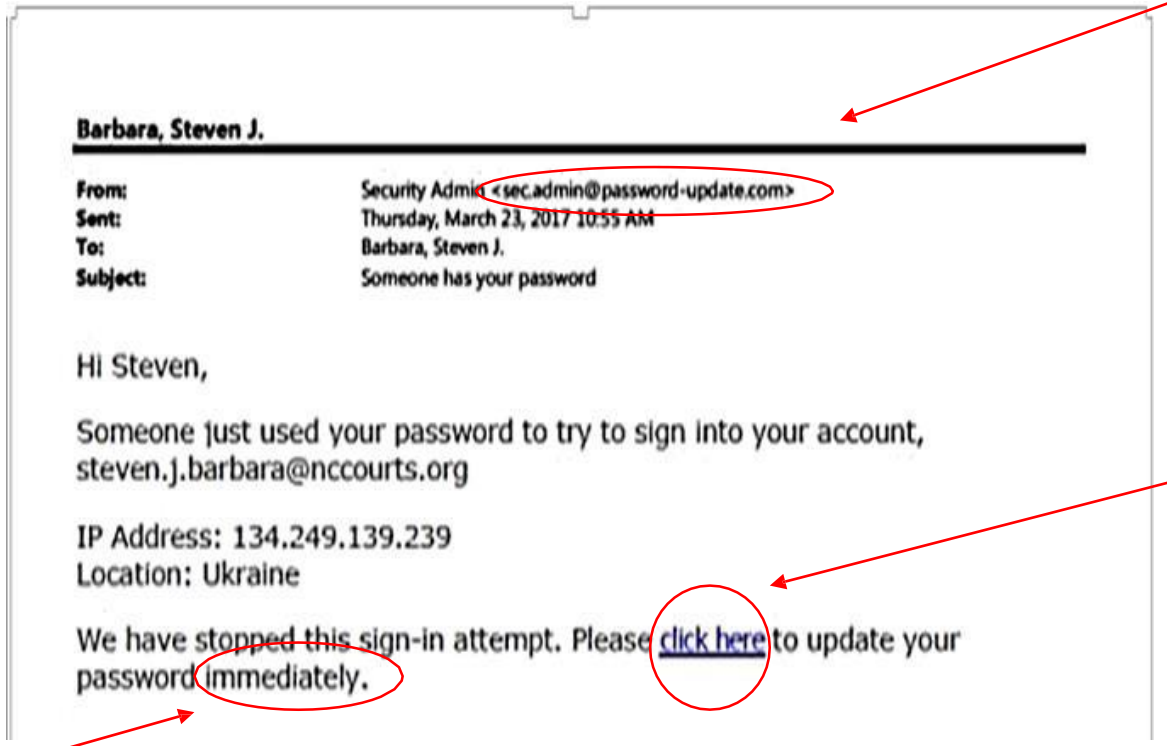
Sincerely,
DRC Mediators

The link provided has a .nl domain instead of .com or .org. This is a foreign website (most likely for the Netherlands).

The phone number provided is not a US number

Sample 2

The sender is a non-Judicial Branch email address



Barbara, Steven J.

From: Security Admin <sec.admin@password-update.com>
Sent: Thursday, March 23, 2017 10:55 AM
To: Barbara, Steven J.
Subject: Someone has your password

Hi Steven,

Someone just used your password to try to sign into your account, steven.j.barbara@nccourts.org

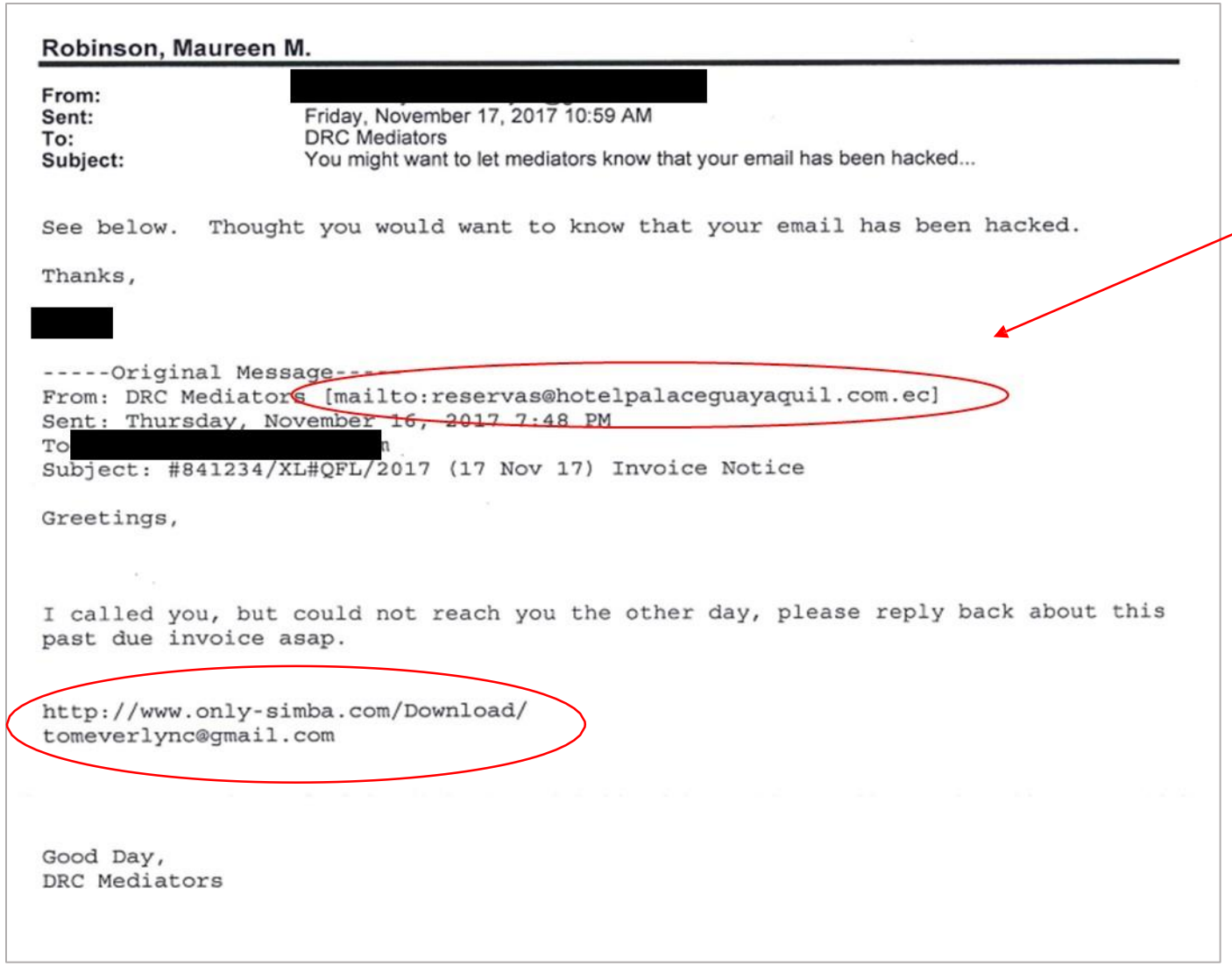
IP Address: 134.249.139.239
Location: Ukraine

We have stopped this sign-in attempt. Please click here to update your password immediately.

On the original email, if you hover over this link, it will show it is an external website

Creates a sense of urgency to take action

Sample 3



Robinson, Maureen M.

From: [redacted]
Sent: Friday, November 17, 2017 10:59 AM
To: DRC Mediators
Subject: You might want to let mediators know that your email has been hacked...

See below. Thought you would want to know that your email has been hacked.

Thanks,

[redacted]

-----Original Message-----
From: DRC Mediators [mailto:reservas@hotelpalaceguayaquil.com.ec]
Sent: Thursday, November 16, 2017 7:48 PM
To: [redacted]
Subject: #841234/XL#QFL/2017 (17 Nov 17) Invoice Notice

Greetings,

I called you, but could not reach you the other day, please reply back about this past due invoice asap.

http://www.only-simba.com/Download/
tomeverlync@gmail.com

Good Day,
DRC Mediators

This is not an official email address

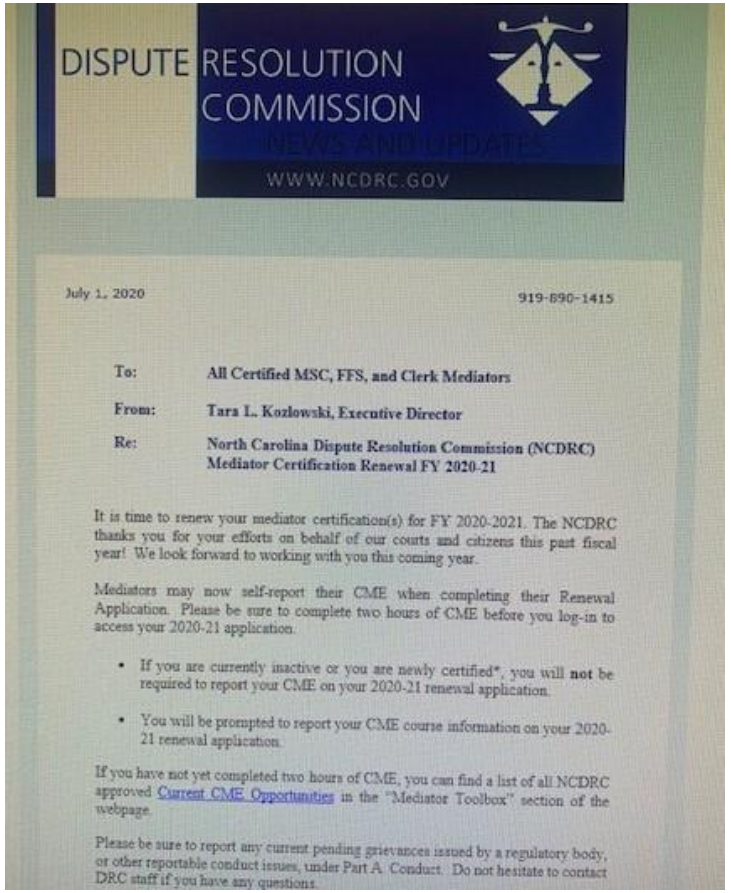
This is an external website. Do not click on suspicious links

What to do after the attack

- If you become a victim of a phishing attack, follow these steps:
  - Immediately change affected account passwords
  - Watch for unauthorized charges to your financial accounts
  - Report any suspicious emails to abuse@nccourts.org and notify the NCDRC's office

Review

- The NCDRC will <u>never</u> ask you to:
  - Confirm your renewal
  - Verify your credit card
  - Provide bank account information
- All official emails will come from DRCMediators@nccourts.org
- All emails from the NCDRC will resemble the email to the right.



DISPUTE RESOLUTION COMMISSION

WWW.NCDRC.GOV

July 1, 2020

919-890-1415

To: All Certified MSC, FFS, and Clerk Mediators

From: Tara L. Kozlowski, Executive Director

Re: North Carolina Dispute Resolution Commission (NCDRC) Mediator Certification Renewal FY 2020-21

It is time to renew your mediator certification(s) for FY 2020-2021. The NCDRC thanks you for your efforts on behalf of our courts and citizens this past fiscal year! We look forward to working with you this coming year.

Mediators may now self-report their CME when completing their Renewal Application. Please be sure to complete two hours of CME before you log-in to access your 2020-21 application.

- If you are currently inactive or you are newly certified*, you will **not** be required to report your CME on your 2020-21 renewal application.
- You will be prompted to report your CME course information on your 2020-21 renewal application.

If you have not yet completed two hours of CME, you can find a list of all NCDRC approved Current CME Opportunities in the "Mediator Toolbox" section of the webpage.

Please be sure to report any current pending grievances issued by a regulatory body, or other reportable conduct issues, under Part A. Conduct. Do not hesitate to contact DRC staff if you have any questions.

Additional resources

- Review this document with more tips on identifying phishing emails
- Visit staysafeonline.org
- Consider subscribing to this newsletter for ongoing security awareness: Ouch Newsletter

Printable Checklist

- Check the address of the sender. Verify it is someone you know.
- Look for:
  - Poor grammar
  - Misspellings
  - Unprofessional tone
- Be wary of clicking links
- Report and delete any suspicious emails

Thank You

DRCMediators@nccourts.org


JUDICIAL BRANCH of NORTH CAROLINA
SUUM CUIQUE TRIBUERE
GENERAL COURT of JUSTICE