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June 20, 2012

## Remain Alert! Three Examples of June Phishing Emails

Please review these examples and the instructions that follow.



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The next two examples have numerous errors, highlighted in yellow, which include: spelling, missing words, awkward phrases, capitalization, spacing, incomplete sentences, etc.

From: Sabre@ [mailto:noreply-privacy@sabre.com]  
Sent: Tuesday, June 12, 2012 11:49 AM  
To:  
Subject: Notice of Sabre Red **Workspace** Updates

**Sabre Holdings Corporation**  
3150 Sabre Drive  
Southlake, Texas 76092

**Notice of Sabre Red **Workspace****

Dear Customers,

SABRE recently posted a new Red <sup>TM</sup> Workspace Update. You can view this Last update by logging in to your **Mysabre**.

To log in to your account, go to **How get The Last Sabre Red Workspace Updates**, and enter your member log in information. Once you are logged in, look at **See the** top of the Welcome page, a message that Red Workspace <sup>TM</sup> has been updated successfully.

If you need help logging in, go to our Help Center by clicking the Help **training** link located in the upper right-hand corner of any Sabre page.



Sincerely,  
John Smith  
Manager **Accounts**  
**Sabre Network Travel,**

Note the incorrect branding for Sabre here. It should be Sabre Travel Network, not Sabre Network Travel.

Please do not reply to this email. We are unable to respond to inquiries sent to this address. For immediate answers to your questions, visit our Help Center by clicking "Help **training**" at the top of any Sabre page. Copyright © 2012 Sabre Inc. All rights reserved. **Sabreis** located at 2211 N. First St., San Jose, CA 95131



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**From:** Sabre® [mailto:noreply-privacy@sabre.com]  
**Sent:** Friday, June 01, 2012 11:50 AM  
**To:**  
**Subject:** Monthly Account Activity Report

*Is this email not displaying properly?  
View it in your browser.*

Hovering over the blue and tan links in this email revealed they do not lead to a true Sabre domain.

<http://red.sabreesonline.com/getSabre/Online/Mysabre>

**Hello,**

Your **sabre** monthly Account Activity Report is now available. [Your Account Activity Report Details Here](#). How often your **after** your profile appeared in search results, and more. An ADVANTAGE subscription helps you can get more visibility with potential customers. As an ADVANTAGE member, You get preferential search raking and unlimited messaging with buyers.  
[Learn More](#).

More Direct Fare **Filling** options to control your fare rules with the ability to change the **hiogher** fare on open jaw and now also on round trip combination **iteneraiaes**. Ability to override industry applied not valid before and not valid after data on your ticket **coupons**. Plus new online help changes with improvements in **internationally** researched writing style. In English only and important filling steps, Rule display and Pricing output examples to help all levels of customers through to Direct Fare filling **ceb** Service XML examples in our **comprehensive** online Help System.

[Click here to review the presentation for APRIL 2012 enhancements.](#)

Chris Kroeger  
Senior Vice President, Marketing  
Sabre Travel Network

Worldwide Headquarters

*Sabre Holdings Corporation*  
*3150 Sabre Drive*  
*Southlake, Texas 76092*

Please do not reply to this email. We are unable to respond to inquiries sent to this address. For immediate answers to your questions, visit our Help Center by clicking "Help **training**" at the top of any Sabre page.  
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## What should you do with these examples?

1. Show these examples to everyone, including full- and part-time staff, independent contractors and sub-agents.
2. **Never enter your GDS login ID or password through an email** – always go directly to your GDS's known website. Advise all employees about this.



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3. Ask every employee, or outside sales staff if they received this type of email. If so, take immediate action to change everyone's passwords and refer to your GDS's website for additional instructions.
4. If the agency's GDS administrator's credentials were compromised, check to see if new user accounts have been created or if emails for any user have been changed. (Always delete unknown or former user accounts immediately.) Contact your GDS to see if additional steps should be taken.
5. Review your bookings and ticketing in your GDS early each day for unauthorized ticketing.

If you suspect unauthorized ticketing or access, **immediately**:

- Void the ticket(s) through your GDS to obtain an ESAC code.
- Notify affected carriers.
- Cancel the PNR (or return segments if the outbound leg has been used).
- Contact your GDS to report compromised IDs, PCCs, or passwords and ask for immediate assistance to prevent additional unauthorized ticketing or access.
- Contact ARC's fraud prevention team at [fifp@arccorp.com](mailto:fifp@arccorp.com) or (703) 816-8137 for important follow-up instructions.

**More on current schemes, fraud prevention and credit card transaction red flags can be found at**  
<https://www.arccorp.com/support/fraud-prevention.jsp>.

ARC will send more examples of suspect emails in the future to keep you informed of the latest fraud attempts. Don't forget to follow us on Twitter.

#### **About ARC:**

As the financial backbone of the U.S. travel industry, ARC enables commerce among travel agencies, airlines, and travel suppliers, and offers them secure and accurate financial settlement services. About 16,000 travel agencies and 190 airlines make up the ARC network. In 2011, ARC settled more than \$82 billion worth of transactions between travel sellers and airlines. ARC also supplies transactional data to organizations, facilitating better business decisions through fact-based market analyses. Established in 1984, ARC is headquartered in Arlington, Va. For more information, visit [www.arccorp.com](http://www.arccorp.com).

#### **Contact:**

Need to report fraud? Have questions about fraud?

 +1 703.816.8137

 +1 703.816.8138

 [fifp@arccorp.com](mailto:fifp@arccorp.com)

3000 Wilson Boulevard, Suite 300  
Arlington, VA 22201-3862

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