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October 5, 2012

Columbus Day Holiday Weekend Fraud Alert

The upcoming Columbus Day holiday weekend will find fraudsters phishing for your GDS login and password information in order to issue high-dollar value tickets for immediate departures. On Labor Day weekend this year, fraud affected eight agents – fraudsters issued more than 40 unauthorized tickets valued at over $150,000. Phishing emails usually come to agents at the end of the week. Be on the lookout for any emails purporting to be from your GDS. Important instructions follow these two recent examples:

From: Sabre® [mailto:noreply-privacy@sabre.com]
Sent: Friday, September 21, 2012 7:19 AM
To:
Subject: Sabre® MySabre Sign-in Update

MySabre

Sabre® Red Workspace! *MySabre* sign in Update

9/21/2012,

Sabre is adding a new level of security at time of signing into the reservations system.
All users are required to enter a member login information. Once you are logged in, Sabre will be notified that Sabre Red Workspace has been confirmed.

Please click here to confirm your Sign-in

Effective Date : 9/30/2012 - all global countries
Note: **Unconfirmed agent ID will be locked**

Never enter your GDS credentials through an email, and be extremely cautious before clicking any links!

Sabre Travel Network

From: Travelport
Sent: Sep 29, 2012 9:21 AM
To:
Subject: Worldspan Go! Res Sign-in Update

Travelport

9/29/2012,

Worldspan is adding a new level of security at time of signing into the reservations system.
All users are required to enter a unique Sign-in and a Password when they sign into Worldspan using the BSI sign-in functional entries. Sign-in passwords are mandatory for all locations. Please Confirm your unique sign-in and Password .

Please click here to confirm your Sign-in

Effective Date : 10/15/2012 - all global countries
Note: **Unconfirmed sines will be locked**
Travelport Support.

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What should you do with this information?

1. Show these examples of phishing emails to everyone, including full- and part-time staff, independent contractors and sub-agents.
2. **Never click on a URL and never enter a GDS login ID or password through an email** – always go directly to your GDS's known website.
3. Ask every employee, or outside sales staff if they received this type of email and if they clicked the URL and logged into the GDS through the 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 any email account information has been altered. (Always delete unknown or former user accounts immediately.) Contact your GDS to see if additional steps should be taken.

Monitor your agency's ticketing over the upcoming holiday weekend, and if you suspect unauthorized ticketing or access, **immediately**:

- Void the ticket(s) through your GDS to obtain an ESAC code.
- Notify affected carriers of the unauthorized/stolen tickets.
- 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 activity.
- Contact ARC's fraud prevention team at fifp@arccorp.com or (703) 816-8137 for important follow-up instructions. **We will be available to assist you on Columbus Day, Monday, October 8.**

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 continue to send examples of suspect emails in the future to keep you informed of the latest fraud attempts.

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.

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