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June 7, 2013

Example of Phishing Email – Always Changing!

Faudsters often change their emails to mask their true identity – here's an example of one purporting to be from Delta – this is a phising email. **DO NOT CLICK THE BLUE LINKS AND NEVER LOGIN TO YOUR GDS THROUGH AND EMAIL.**

From: Delta Air Lines [mailto:travelsreservations@deltatravel.com]
Sent: Sunday, June 02, 2013 6:58 AM
To:
Subject: Delta Reservation Itinerary.

Note the domain address of deltatravel.com – this is not from DL.

IMPORTANT: If your email address changes please notify your travel agent. All schedule changes will be sent to the email address supplied at the time of payment.

DELTA

delta.com My Trips Earn Miles

YOUR ITINERARY AND PASSENGER DETAILS

Your Delta Confirmation #: **F7Y4IM**

Thank you for choosing Delta. This information is a copy of your itinerary and not a receipt. If you are holding this itinerary, be sure to complete your purchase before the deadline by calling 1-800-221-1212. For a complete list of world wide phone numbers, please visit our website.

The blue links take you to a GDS Login page – use extreme caution when clicking links and never login to your GDS through an email.

Your Flight Information

View your flight details

Baggage and check-in requirements vary by airport and airline, so please check with the operating carrier on your ticket. Please review Delta's check-in requirements and baggage guidelines for details.

You must be checked in and at the gate at least 15 minutes before your scheduled departure time for travel inside the United States. You must be checked in and at the gate at least 45 minutes before your scheduled departure time for international travel.

For tips on flying safely with laptops, cell phones, and other battery-powered devices, please visit http://SafeTravel.dot.gov.

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What should you do with this example?

1. Show this example 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.
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 or (703) 816-8137 or **(855) 358-0393** 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 travel industry, ARC enables commerce among travel agencies, airlines, and travel suppliers, and offers them secure and accurate financial settlement services. ARC also supplies transactional data to organizations, facilitating better business decisions through fact-based market analyses. Established in 1984, ARC is headquartered in Arlington, Virginia. For more information, visit www.arccorp.com .

Contact:
Need to report fraud? Have questions about fraud?
+1 703.816.8137
+1 855.358.0393
+1 703.816.8138
fifp@arccorp.com
3000 Wilson Boulevard, Suite 300
Arlington, VA 22201-3862

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