

Shipping Notification Scam (CSB20-20)

SUMMARY

A **Shipping Notification Scam** is a type of phishing scam where threat actors contact their victims claiming to be part of a mail carrier or delivery service. Most often, threat actors contact their victims through email using official logos, pictures, and banners of the company they are trying to imitate to gain the trust of their victims.

HOW THE SCAM WORKS

Threat actors notify their victims via phone, SMS message or email that they were unable to deliver their parcel due to some unforeseen events. They convince their victims that the package is a gift from a friend or relative. Threat actors also convince their victims by sending fake receipts, tracking numbers and other documents to make the transaction look legitimate.

As part of the phishing attempt, threat actors ask their victims to verify personal and banking information to “reschedule the delivery”. Email messages ask their victims to click a fake tracking link which takes them to a phishing website. Threat actors also use fake package delivery notifications attached to the email. Once the victim downloaded and opened the attached file, a virus-like ransomware will be installed on their computer or network which will be used by cyber criminals in identity theft or financial fraud.

HOW TO AVOID

- Never provide personal information to unsolicited call, text or email message.
- Do not click on suspicious email links or attachments.
- Track product/s you do purchase.
- Watch out for spelling and grammar mistakes on email messages.
- Ignore emails regarding delivery confirmation or delay in shipment.



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MITIGATION

- Change password on your accounts immediately.
- Use strong passwords (combination of special characters, letters and numbers).
- Use two-factoring authentication (2FA).
- If a payment has been made through your credit card, report the incident to your bank immediately and request for a cancellation and replacement of your card.

REFERENCE

- <https://mb.com.ph/2020/07/06/customs-warns-public-on-unclaimed-package-scam/>