



Republic of the Philippines  
NATIONAL POLICE COMMISSION  
**PHILIPPINE NATIONAL POLICE**  
**INFORMATION TECHNOLOGY MANAGEMENT SERVICE**  
Camp BGen Rafael T Crame, Quezon City



## MEMORANDUM

FOR : See Distribution

FROM : D, ITMS

SUBJECT : **Cybersecurity Advisory | PNPKI Support Email Spoofing**

DATE : December 20, 2021

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1. Reference: PNPKI Advisory No. 2021-10 of DICT Cybersecurity Facebook Account.

2. The above reference pertains to the reports received by the Department of Information and Communications Technology (DICT) regarding a malicious email pretending to be from DICT's PNPKI Support.

3. Upon checking, the sender is using `contabillers@servicomtus.com`, a different email address from the official email address used by PNPKI Support (`support.pnpi@dict.gov.ph`). Moreover, the said email contains a suspicious file that may be infected with malware. This type of cyber-attack is called Email Spoofing.

4. Email Spoofing is a technique cybercriminals use in spam and phishing attacks to trick their victims into thinking that the email came from a person or entity they know or can trust, such as from a supervisor, government institution, or financial organization. Cybercriminals use this method of deception since most people tend to engage with the email content if they are familiar with the sender.

5. Relative to the above, PNP personnel are advised to take precautionary measures to prevent the spread of malicious emails. Moreover, PNP personnel are also encouraged to educate themselves regarding cybersecurity and different forms of cyber-attacks.

6. Listed hereunder are some tips to protect oneself from Email Spoofing:
- Stay Sharp.** Look out for warning signs such as URL typos, forged urgency, generic greetings, strange attachments, generic email domains, mistakes and inconsistencies, and requests for personal information.
  - Call to Confirm.** Call the sender directly to confirm if they are the one asking for personal information.

- c. **Use Antivirus Software.** Most anti-virus nowadays has a web shield and email shield for protection against phishing emails, spoofed emails, and spoofed websites.
- d. **Regularly change your Password.**
- e. **Report Spoofing Attempts.**

7. Further, this Service also recommends the following security measures to help prevent being a victim of different cyber-attacks:

- a. Always keep your computers and mobile device's operating system and security software updated;
- b. Turn on automatic updates to receive the newest fixes as they become available;
- c. Refrain from using public Wi-Fi;
- d. Secure your internet connection at home with a strong password; and
- e. Disregard and delete any suspected malicious email with similar content which contains suspicious links.

8. If you suspect to be a victim of the incident, you may send your report to [support.pnpki@dict.gov.ph](mailto:support.pnpki@dict.gov.ph) or refer to your respective PNPKI focal persons at <https://dict.gov.ph/pnpki-where-to-submit/>.

9. You may also visit [itms.pnp.gov.ph](https://itms.pnp.gov.ph) to download different learning materials regarding cybersecurity under the Computer Security Tab. Should you have any inquires and concerns, you may contact ISSD at 8723-0401 local 6546 or email us at [issd.itms@pnp.gov.ph](mailto:issd.itms@pnp.gov.ph).

10. For widest dissemination.

  
**BENJAMIN H SILO JR**  
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ap.

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## PNPKI Advisory No. 2021-10



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

### PNPKI SUPPORT EMAIL

There have been reports of a malicious email pretending to be PNPKI Support. Please be reminded that the official email address of PNPKI Support is [support.pnpki@dict.gov.ph](mailto:support.pnpki@dict.gov.ph)

Below is a screenshot of the malicious email, for everyone's information:



Please disregard and delete any suspected malicious email with similar content which contains suspicious links for your safety.

When in doubt, do not hesitate to contact us on our official email ([support.pnpki@dict.gov.ph](mailto:support.pnpki@dict.gov.ph)) or refer to your respective PNPKI focal persons at <https://dict.gov.ph/pnpki-where-to-submit/>.

