



Phishing

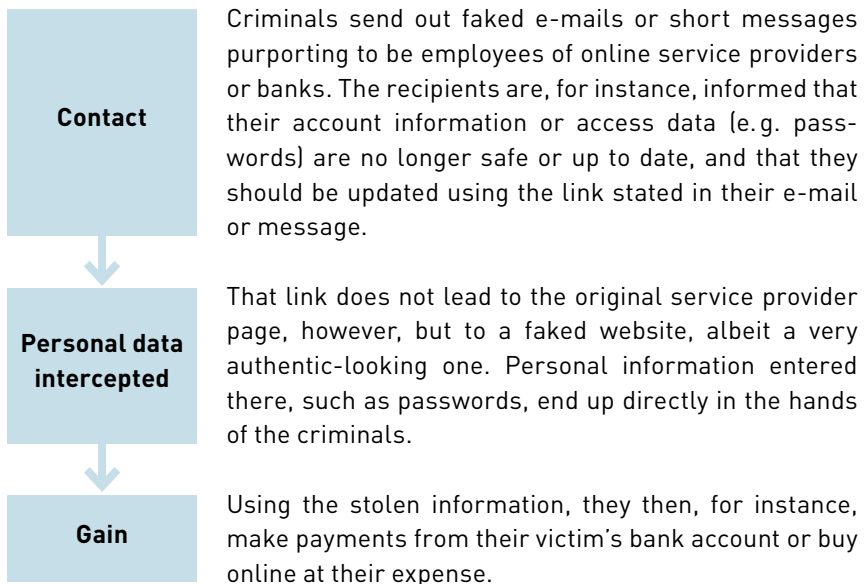
How to protect yourself against data theft

Police and Swiss Crime Prevention – an office supported by the cantonal ministries of justice and police, in co-operation with the University of Lucerne and “eBanking – but secure!”

One wrong click is all it takes ...

Phishing is a made-up word that means sending out e-mail lures to fish for data. This involves theft of personal and sensitive information – usually passwords.

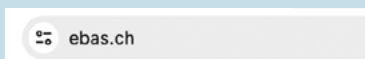
When **phishing**, criminals will try to obtain passwords and other confidential information, such as credit card numbers, with the help of faked e-mails and websites. Attackers aim to use this information for financial gain. Usually, such criminals target log-in information for online service providers such as financial institutions (e-banking), online auction houses or online shops. Short message technology such as texts and WhatsApp are also being used increasingly for phishing. The sneaky thing about **“smishing”** (SMS+phishing) is that most of the criteria that filter out phishing e-mails are not used for this sort of messaging.



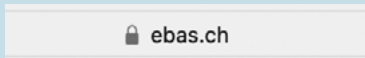
Phishing can also happen by phone. This is known as **vishing** (voice phishing). Criminals pretend to be from the police or a bank, and invent stories to get their victim to disclose confidential information.

Protect yourself against phishing and smishing by:

- never clicking on any link sent to you via e-mail or short message, or scanned in via QR code to log into any online service provider or financial institution site.
- never filling in any forms received by e-mail or short message that ask you to enter log-in information.
- always entering the address for your online service provider or bank's log-in page manually via the browser address line.
- checking there is an TSL connection (https://, lock icon, slider) when calling up a log-in page, and verifying that the internet address shown in the address bar of your browser actually indicates that you have reached the correct page.



Chrome



Safari



Firefox



Edge

- contacting your online service provider or bank if you are not quite sure or something is not clear.

Protect yourself against vishing by:

- never disclosing confidential information to another person.
- immediately ending phone calls that ask you for such information.

Test your knowledge of phishing with our phishing quiz by "eBanking – but secure!" at **www.ebas.ch/phishingtest**

Received a phishing mail or a smishing message, or found a phishing page? Report these at **www.antiphishing.ch**

Further information:
www.ebas.ch/phishing
www.skppsc.ch/phishing





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This leaflet was created in co-operation with the
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www.ebas.ch | www.ebankingbutsecure.ch

HSLU Lucerne University
of Applied Sciences
and Arts

eBanking but secure!



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