

## **Phishing Scam Response Protocol for Montage Board, Committees, and Association Members** **Montage at Mission Hills Homeowners Association** **July 2023**

In the event you receive an email from another Montage Board member, Committee member, or Association member that you believe might be a phishing scam, here is what you can do:

1. Do not open the email or any attachments to the email.
2. Block the email or have the email directed to your spam folder; otherwise, you will likely get follow-up emails attempting to urge you to take action further.
3. Report the email address as a scam to the domain owner, in the case here, GMAIL. Here's how to do that:
  - Visit <https://support.google.com/mail/contact/abuse?hl=en>.
  - Provide the email address on which you have received the spam email.
  - Share the complete Gmail address of the person who has sent you the email.
  - Provide email headers of the message.

From within the Gmail email interface, you can also use the "Report Phishing" option in the pull-down menu under the three dots). Many email providers have a similar function.

4. Call or email the person from whom the email was allegedly sent and inform them about the scam.
5. Forward the phishing email, or take a screenshot and send it to the webmaster at [webmaster@montageatmissionhills.org](mailto:webmaster@montageatmissionhills.org).
  - a. Macs - Press and hold Shift + Command + 3 to take a screenshot of your entire Mac screen
  - b. Windows - press the Windows key + PrtScn.
6. Contact others you believe may be on the list of names/emails to let them know what is happening.
7. If you are a Board and Committee chair and are the sufferer of one of these annoying attacks, contact the webmaster for other strategies to reduce the potential for future attacks.

You can read an article related to this phishing technique for more information. <https://www.freep.com/story/money/personal-finance/susan-tompson/2019/06/20/can-you-do-me-favor-scam-asks-gift-cards/1485645001/>.