




## “Protecting Yourself Against Fraud” Exercise

The scenarios below are based on common scams. Read through them and answer the questions that follow.


### Situation 1:

There's issue with your American Express account


 American Express <administraciones@pentagon-seguridad.cl>  
To

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Fri 11/8/2019 5:29 AM

 This message was sent with High importance.  
If there are problems with how this message is displayed, click here to view it in a web browser.

**Review Your Information.**



Due to recent activities on your account, we placed a temporary suspension until you verify your account. You need to review your information with us now on 11/8/2019 10:28:38 AM.

To continue using our American Express Online service, we advise you to update the information about your account ownership.

[Click here to review your account now](#)

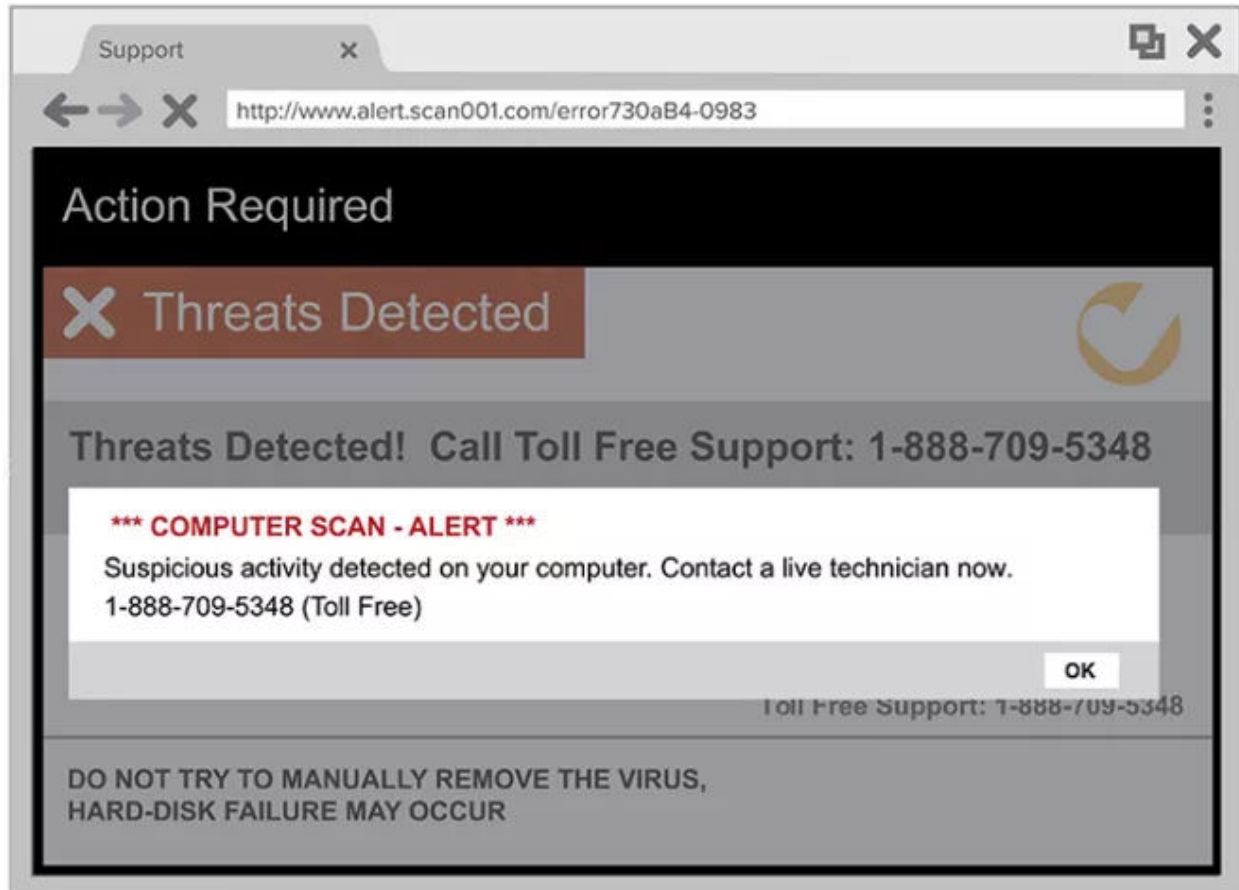
For the security of your account, we advise not to notify your account password to anyone. If you have problems updating your account, please visit American Express Support.

Sincerely,  
American Express Company. All rights reserved

How do you handle this situation? How can you tell whether this is a scam?

## Situation 2:

You're browsing the internet when you receive this alert:



Source: [Investopedia](https://www.investopedia.com)

**Is this a legitimate warning? Are there any red flags that are leading you to believe this may be a scam?**

### Situation 3:

You receive a phone call from someone claiming to be a representative at your electric company. They tell you that your bill is overdue and that your power will be shut off if you do not pay immediately. The person on the phone asks you for your credit card information.

**How do you handle this situation? What types of questions can you ask to be sure this person isn't calling from your electric company? What if you did provide the information? What steps can you take to fix this situation?**