# Cybercrime Support Network

Cybercrime Support Network (CSN) is a national nonprofit whose mission is to serve individuals and small businesses impacted by cybercrime.

**Report. ❯ Recover. ❯ Reinforce.**

# Public Private Partnership

## Craig Newmark Philanthropies

AT&T

CapitalOne

CISCO

COMCAST

Early Warning®

FINRA® Investor Education FOUNDATION

Google

Microsoft

proofpoint.

SECURITYSTUDIO®

TREND MICRO™

tripwire®

Zelle®

**Federal Grant Funding**
U.S. Department of Justice
U.S. Department of Homeland Security

# Key Partners

CYBER THREAT ALLIANCE

ABA FOUNDATION

GLOBAL CYBER ALLIANCE

AARP Fraud Watch Network

MS-ISAC
Multi-State Information Sharing & Analysis Center

ITRC
IDENTITY THEFT RESOURCE CENTER

NICB
NATIONAL INSURANCE CRIME BUREAU
*Leading the Fraud Fight*

NATIONAL CENTER FOR VICTIMS OF CRIME

NW3C

NCFTA

# The Problem

Finding Resources

Lack of Reporting

Law enforcement & 911 do not have tools

Finding the Criminal is Hard

# CSN Solutions

## Military & Veteran Cybercrime Awareness Program

***Foundational Funding by Craig Newmark Philanthropies & Comcast***

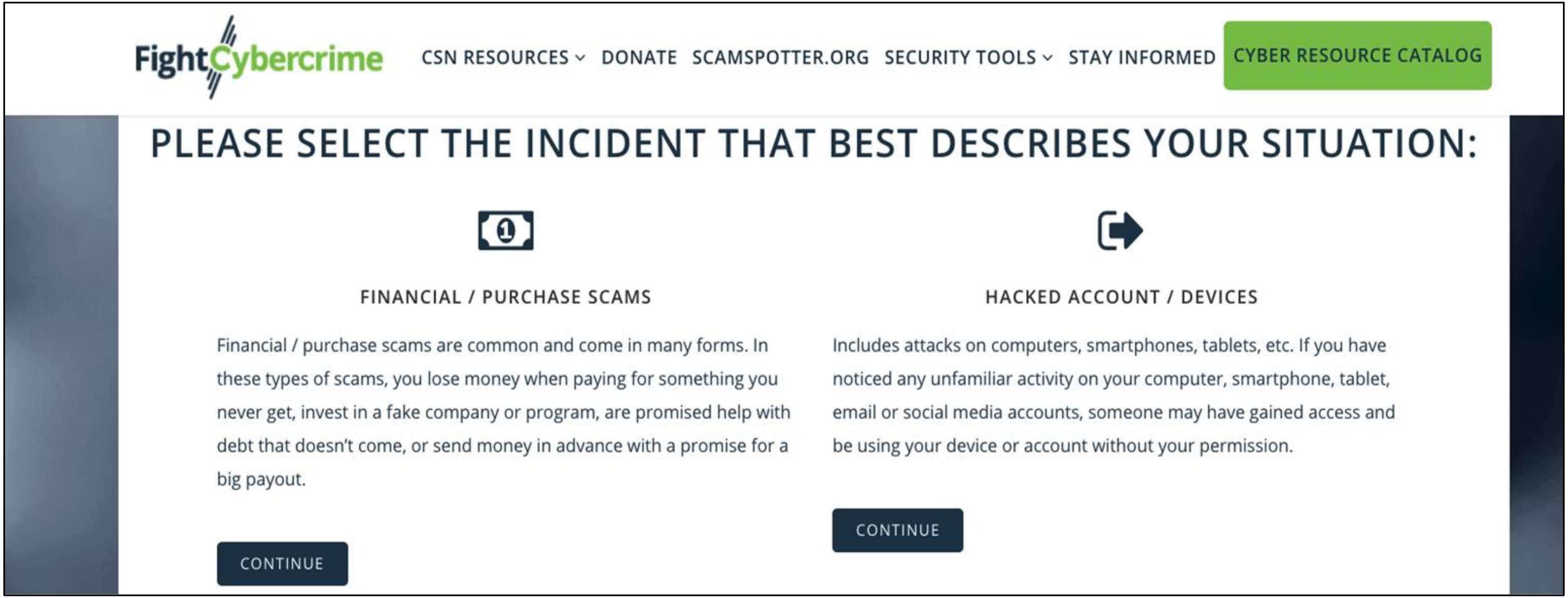
## The Cyber At Risk

***Foundational Funding by Trend Micro***

## Romance Scam Survivors

***Foundational Funding by FINRA Foundation***

# FightCybercrime.org



PLEASE SELECT THE INCIDENT THAT BEST DESCRIBES YOUR SITUATION:

FINANCIAL / PURCHASE SCAMS

Financial / purchase scams are common and come in many forms. In these types of scams, you lose money when paying for something you never get, invest in a fake company or program, are promised help with debt that doesn't come, or send money in advance with a promise for a big payout.

HACKED ACCOUNT / DEVICES

Includes attacks on computers, smartphones, tablets, etc. If you have noticed any unfamiliar activity on your computer, smartphone, tablet, email or social media accounts, someone may have gained access and be using your device or account without your permission.

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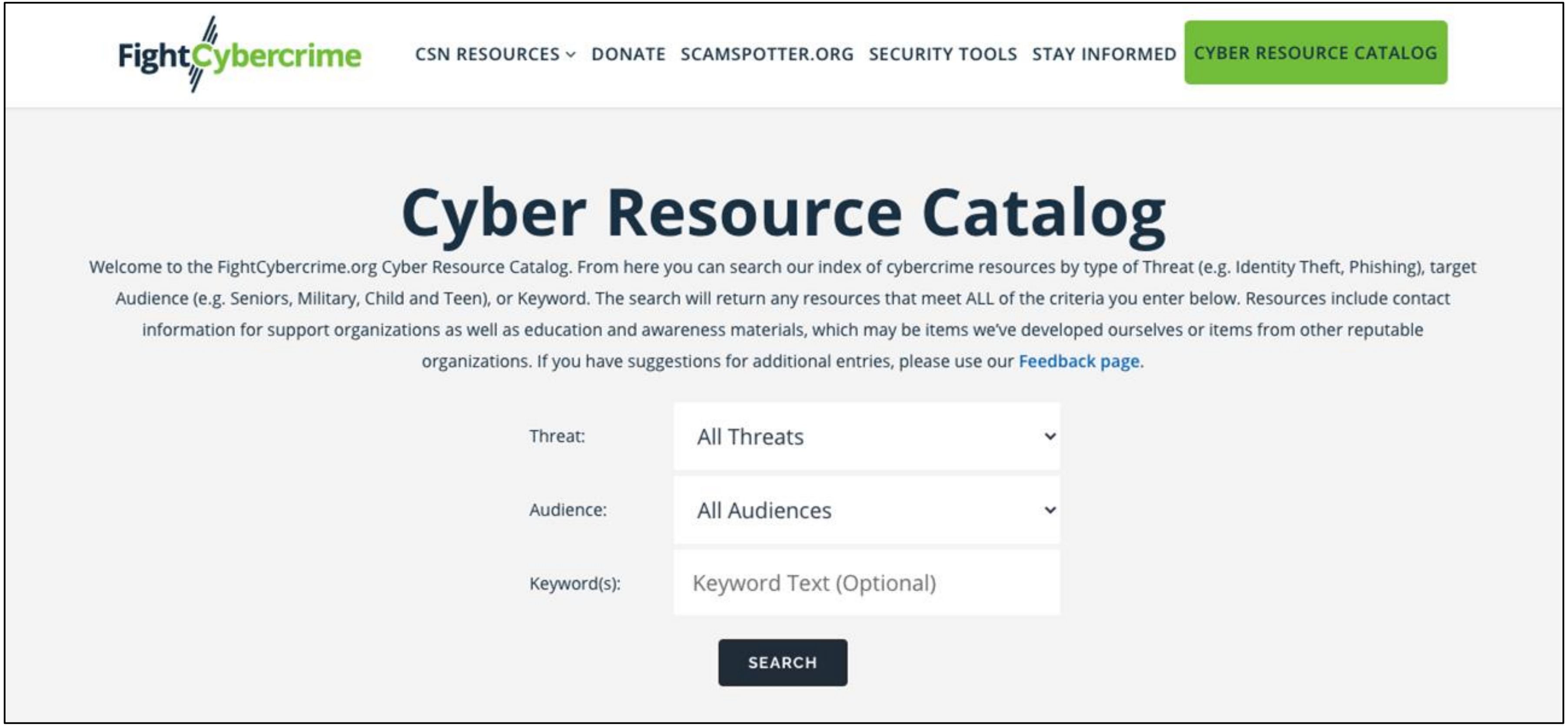


## Cyber Resource Catalog

Welcome to the FightCybercrime.org Cyber Resource Catalog. From here you can search our index of cybercrime resources by type of Threat (e.g. Identity Theft, Phishing), target Audience (e.g. Seniors, Military, Child and Teen), or Keyword. The search will return any resources that meet ALL of the criteria you enter below. Resources include contact information for support organizations as well as education and awareness materials, which may be items we've developed ourselves or items from other reputable organizations. If you have suggestions for additional entries, please use our Feedback page.

Threat: All Threats

Audience: All Audiences

Keyword(s): Keyword Text (Optional)

# ScamSpotter.org

Cybercrime
SUPPORT NETWORK

Scam Spotter

## Stay scam-free with these three golden rules:

☑ **Slow it down**

Take your time and ask questions to avoid being rushed into a bad situation.

☑ **Spot check**

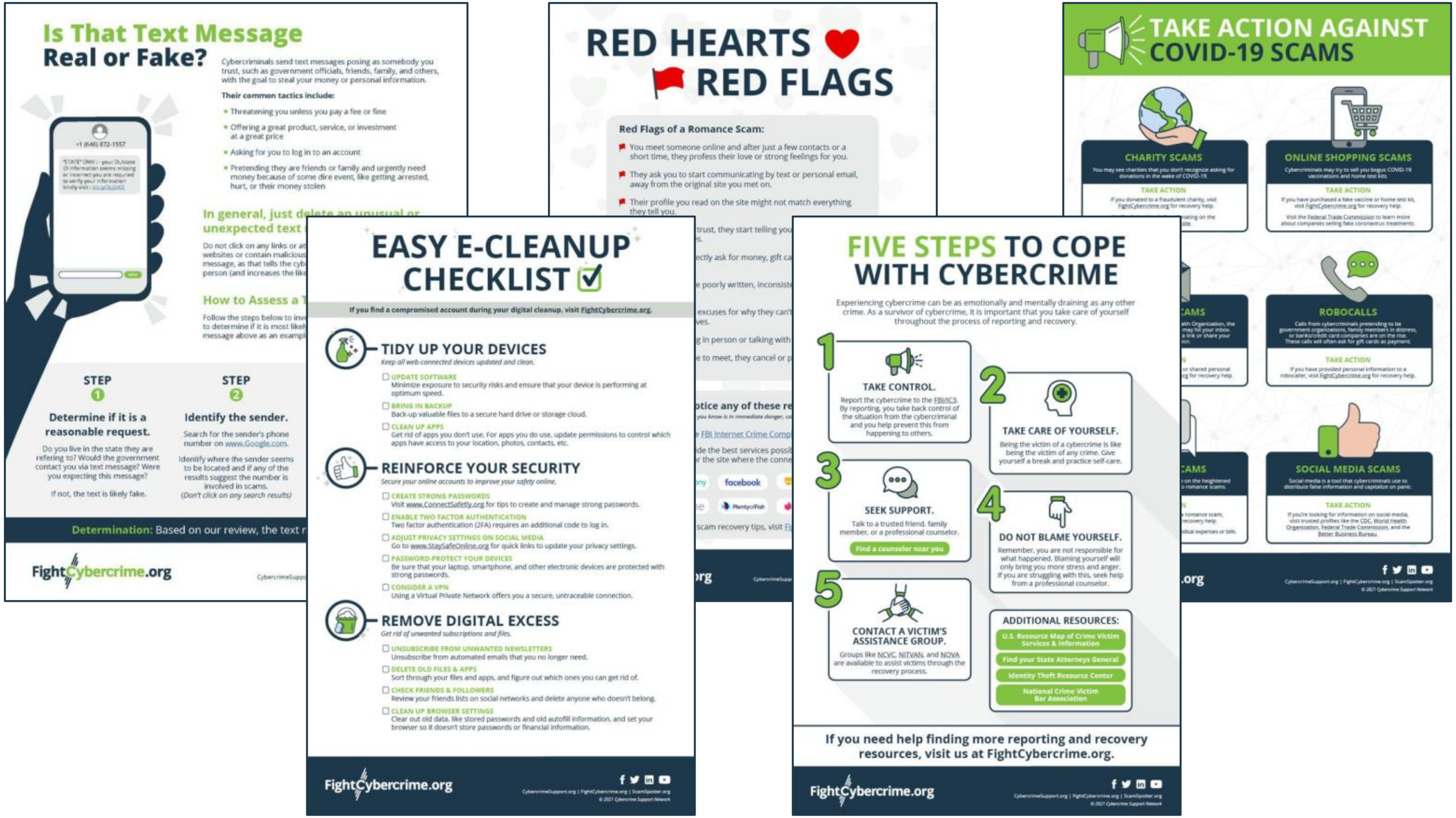
Always look up the bank, agency or organization that's supposedly calling and get in touch directly.

☑ **Stop! Don't send**

No reputable person or agency will ever demand payment on the spot—especially not gift cards.

# Public Outreach Materials

Cybercrime SUPPORT NETWORK



## Is That Text Message Real or Fake?

Cybercriminals send text messages posing as somebody you trust, such as government officials, friends, family, and others, with the goal to steal your money or personal information.

**Their common tactics include:**

- Threatening you unless you pay a fee or fine
- Offering a great product, service, or investment at a great price
- Asking for you to log in to an account
- Pretending they are friends or family and urgently need money because of some dire event, like getting arrested, hurt, or their money stolen

+1 (646) 872-1557
"STATE" DMV : : your DL/state ID information seems missing or incorrect you are required to verify your information kindly visit : bit.ly/3xGAJ

### In general, just delete an unusual or unexpected text

Do not click on any links or at
websites or contain malicious
message, as that tells the cyb
person (and increases the like

### How to Assess a T

Follow the steps below to inv
to determine if it is most likel
message above as an exampl

**STEP 1**

**Determine if it is a reasonable request.**

Do you live in the state they are refering to? Would the government contact you via text message? Were you expecting this message?

If not, the text is likely fake.

**STEP 2**

**Identify the sender.**

Search for the sender's phone number on www.Google.com.

Identify where the sender seems to be located and if any of the results suggest the number is involved in scams.
*(Don't click on any search results)*

**Determination:** Based on our review, the text r

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## RED HEARTS ❤ 🚩 RED FLAGS

**Red Flags of a Romance Scam:**

- 🚩 You meet someone online and after just a few contacts or a short time, they profess their love or strong feelings for you.
- 🚩 They ask you to start communicating by text or personal email, away from the original site you met on.
- 🚩 Their profile you read on the site might not match everything they tell you.

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*you know is in immediate danger, ca*

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facebook
PlentyofFish

scam recovery tips, visit Fi

org

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## TAKE ACTION AGAINST COVID-19 SCAMS

**CHARITY SCAMS**

You may see charities that you don't recognize asking for donations in the wake of COVID-19.

TAKE ACTION

If you donated to a fraudulent charity, visit FightCybercrime.org for recovery help.

nating on the
site.

**ONLINE SHOPPING SCAMS**

Cybercriminals may try to sell you bogus COVID-19 vaccinations and home test kits.

TAKE ACTION

If you have purchased a fake vaccine or home test kit, visit FightCybercrime.org for recovery help.

Visit the Federal Trade Commission to learn more about companies selling fake coronavirus treatments.

**CAMS**

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may hit your inbox.
a link or share your
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or shared personal
rg for recovery help.

**ROBOCALLS**

Calls from cybercriminals pretending to be government organizations, family members in distress, or banks/credit card companies are on the rise. These calls will often ask for gift cards as payment.

TAKE ACTION

If you have provided personal information to a robocaller, visit FightCybercrime.org for recovery help.

**CAMS**

on the heightened
o romance scams.

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romance scam,
recovery help.

dical expenses or bills.

**SOCIAL MEDIA SCAMS**

Social media is a tool that cybercriminals use to distribute false information and capitalize on panic.

TAKE ACTION

If you're looking for information on social media, visit trusted profiles like the CDC, World Health Organization, Federal Trade Commission, and the Better Business Bureau.

.org

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## EASY E-CLEANUP CHECKLIST ☑

**If you find a compromised account during your digital cleanup, visit FightCybercrime.org.**

### TIDY UP YOUR DEVICES

*Keep all web-connected devices updated and clean.*

- ☐ UPDATE SOFTWARE
  Minimize exposure to security risks and ensure that your device is performing at optimum speed.
- ☐ BRING IN BACKUP
  Back-up valuable files to a secure hard drive or storage cloud.
- ☐ CLEAN UP APPS
  Get rid of apps you don't use. For apps you do use, update permissions to control which apps have access to your location, photos, contacts, etc.

### REINFORCE YOUR SECURITY

*Secure your online accounts to improve your safety online.*

- ☐ CREATE STRONG PASSWORDS
  Visit www.ConnectSafetly.org for tips to create and manage strong passwords.
- ☐ ENABLE TWO FACTOR AUTHENTICATION
  Two factor authentication (2FA) requires an additional code to log in.
- ☐ ADJUST PRIVACY SETTINGS ON SOCIAL MEDIA
  Go to www.StaySafeOnline.org for quick links to update your privacy settings.
- ☐ PASSWORD-PROTECT YOUR DEVICES
  Be sure that your laptop, smartphone, and other electronic devices are protected with strong passwords.
- ☐ CONSIDER A VPN
  Using a Virtual Private Network offers you a secure, untraceable connection.

### REMOVE DIGITAL EXCESS

*Get rid of unwanted subscriptions and files.*

- ☐ UNSUBSCRIBE FROM UNWANTED NEWSLETTERS
  Unsubscribe from automated emails that you no longer need.
- ☐ DELETE OLD FILES & APPS
  Sort through your files and apps, and figure out which ones you can get rid of.
- ☐ CHECK FRIENDS & FOLLOWERS
  Review your friends lists on social networks and delete anyone who doesn't belong.
- ☐ CLEAN UP BROWSER SETTINGS
  Clear out old data, like stored passwords and old autofill information, and set your browser so it doesn't store passwords or financial information.

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## FIVE STEPS TO COPE WITH CYBERCRIME

Experiencing cybercrime can be as emotionally and mentally draining as any other crime. As a survivor of cybercrime, it is important that you take care of yourself throughout the process of reporting and recovery.

**1 TAKE CONTROL.**

Report the cybercrime to the FBI/IC3. By reporting, you take back control of the situation from the cybercriminal and you help prevent this from happening to others.

**2 TAKE CARE OF YOURSELF.**

Being the victim of a cybercrime is like being the victim of any crime. Give yourself a break and practice self-care.

**3 SEEK SUPPORT.**

Talk to a trusted friend, family member, or a professional counselor.

Find a counselor near you

**4 DO NOT BLAME YOURSELF.**

Remember, you are not responsible for what happened. Blaming yourself will only bring you more stress and anger. If you are struggling with this, seek help from a professional counselor.

**5 CONTACT A VICTIM'S ASSISTANCE GROUP.**

Groups like NCVC, NITVAN, and NOVA are available to assist victims through the recovery process.

**ADDITIONAL RESOURCES:**

- U.S. Resource Map of Crime Victim Services & Information
- Find your State Attorneys General
- Identity Theft Resource Center
- National Crime Victim Bar Association

**If you need help finding more reporting and recovery resources, visit us at FightCybercrime.org.**

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# Thank you.

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