Scam or safe? Ten-email quiz

Tick one box for each. Answers are on the back. Great for a 10-minute team meeting.

1 **IT Help Desk <it-desk@helpdesk-mail.net>** Your mailbox is full
Your mailbox is 98% full. Sign in within 24 hours to keep receiving email.
☐ Safe ☐ Scam

2 **Your coworker Jamie** Lunch Friday?
Want to grab lunch Friday at the usual place? Let me know by Thursday.
☐ Safe ☐ Scam

3 **CEO (personal email)** Quick favor
Are you at your desk? I need you to pick up some gift cards for a client. I'll explain later.
☐ Safe ☐ Scam

4 **Shipping Notice <track@parcel-delivery-update.co>** Delivery attempt failed
We couldn't deliver your package. Pay a $1.99 redelivery fee at the link below.
☐ Safe ☐ Scam

5 **Your bank (real address)** Your monthly statement is ready
Your statement is ready. Sign in to your account the usual way to view it. No link included.
☐ Safe ☐ Scam

6 **Vendor you use (real address)** Updated payment information
We've changed banks. Please send all future payments to the attached account details.
☐ Safe ☐ Scam

7 **Document Share <noreply@docs-share.info>** Jordan shared "Q4 Bonus List.xlsx" with you
Click to open the file. You'll need to sign in with your work email.
☐ Safe ☐ Scam

8 **Your IT company (known address)** Planned update this Saturday
Computers will restart Saturday at 10 PM for updates. Please save your work Friday. Questions? Call our main number.
☐ Safe ☐ Scam

9 **Payroll <payroll@yourcompany-hr.com>** Action needed: confirm your direct deposit
Confirm your bank details by end of day or your next paycheck may be delayed.
☐ Safe ☐ Scam

10 **A client you work with often** Re: contract draft
Thanks, I've made the changes we discussed on the call. Attached is the version we talked about.
☐ Safe ☐ Scam

Answer key

1. **Scam.**
   Not your real IT address, a 24-hour deadline, and a request to sign in.
2. **Safe.**
   Expected, nothing to click, nothing asked for.
3. **Scam.**
   Personal address, secrecy and gift cards. Call the CEO to check.
4. **Scam.**
   Lookalike shipper address and a small fee to get your card details.
5. **Safe.**
   Real address, no link, and it tells you to sign in the usual way.
6. **Scam, even from a real address.**
   Changed bank details always need a phone call. The vendor's email may be hacked.
7. **Scam.**
   A juicy file name, a strange sharing address, and a sign-in to open it.
8. **Safe.**
   Expected sender, nothing to click, points you to a number you know.
9. **Scam.**
   Lookalike company address, a deadline, and bank details by email.
10. **Probably safe, but check.**
    It matches a real conversation. If the attachment asks you to sign in or enable anything, stop and call.

The pattern

Most scams ask you to **sign in, pay, or open** something, with a reason to hurry. When you see that mix, slow down and check another way.