

Chapter 49 (Online)

Identity Theft

Phishing Survey A
 http://www.surveymonkey.com/Users/17159811/Surveys/242? Google

Phishing Survey A [Exit this survey >>](#)


Email Stimulus 5

Switch to Citibank! Special Offer - Western European (ISO)

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

From: switch-to-citibank@citibank.com
Date: Friday, September 15, 2006 4:15 PM
To: johndoe1972@gmail.com
Subject: Switch to Citibank! Special Offer



Dear Online Banker,

Citibank has recently upgraded its online banking service to provide best-in-industry safety, security and overall better experience. We're so excited about it, we'll pay you \$50* to try it out! For a limited time if you open a FREE account with Citibank and deposit at least \$100, we'll credit \$50 to your account. It's our way of saying "Thanks for banking with us!"

This offer is only valid for a limited time.

Go to <http://www.citibank.switch-to-day.com> to start! We look forward to serving you.

Best Regards,
 Citibank Web Services

*Offer Valid for a limited time only. Account must be opened with a \$100 minimum deposit made by ACH transfer. Account must remain open for at least six months or an early closing penalty will be assessed. See website for full terms and conditions.

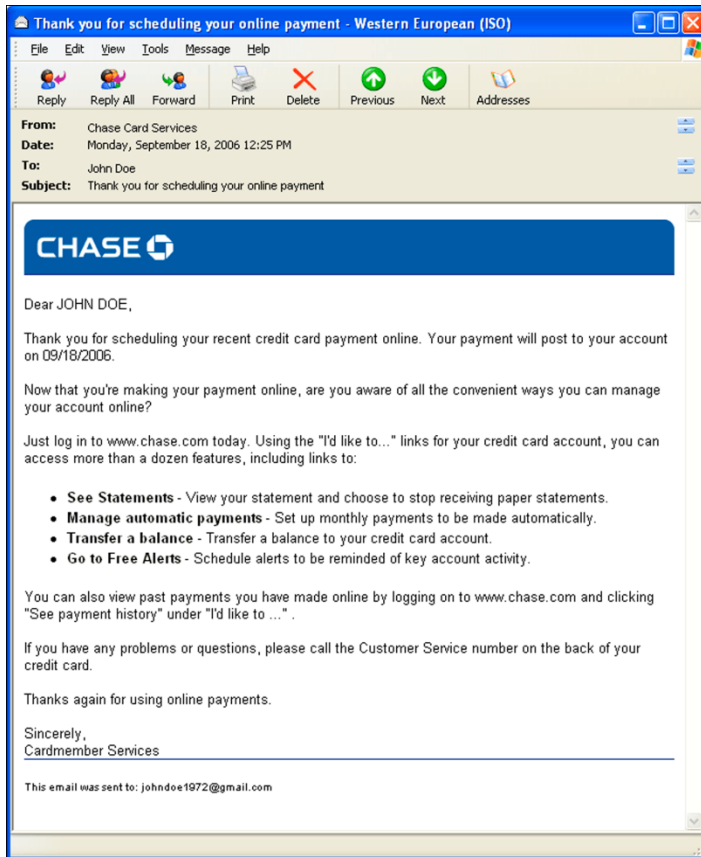
This email was sent to: johndoe1972@gmail.com

5. Please rate the phishyness/authenticity of the above email screenshot.

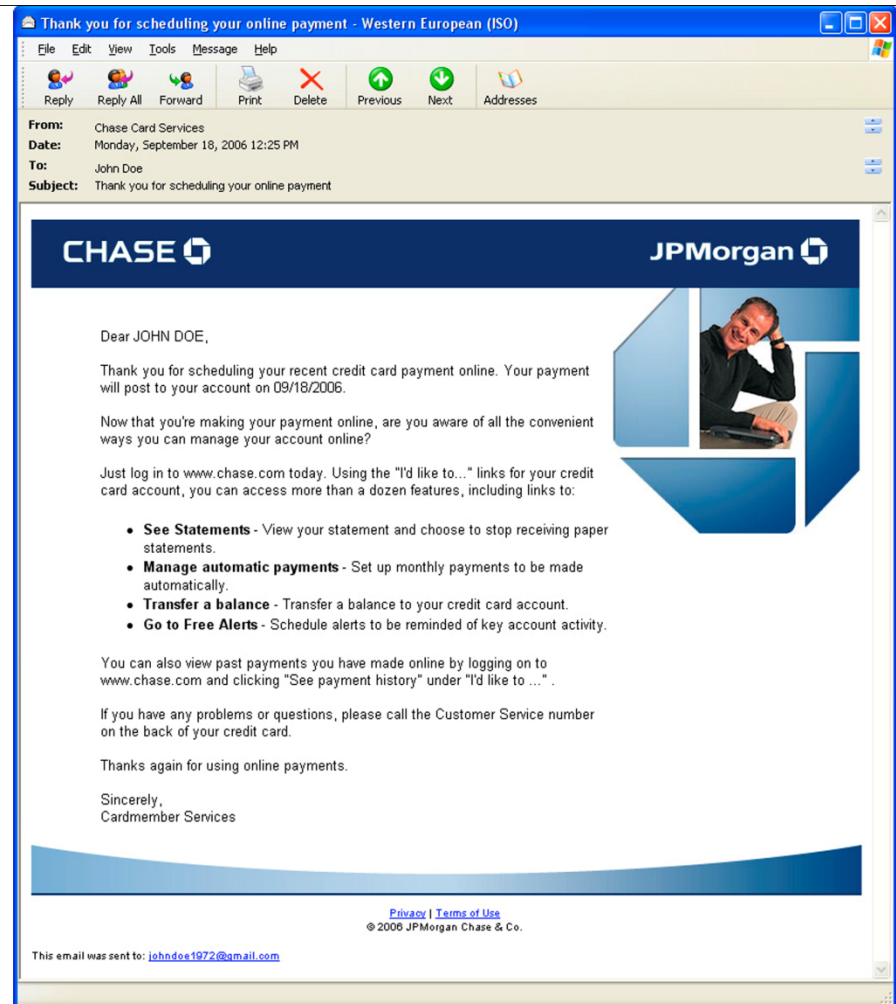
Certainly phishing	Probably phishing	No opinion	Probably not phishing	Certainly not phishing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Next >>](#)

f49-01-9780123943972

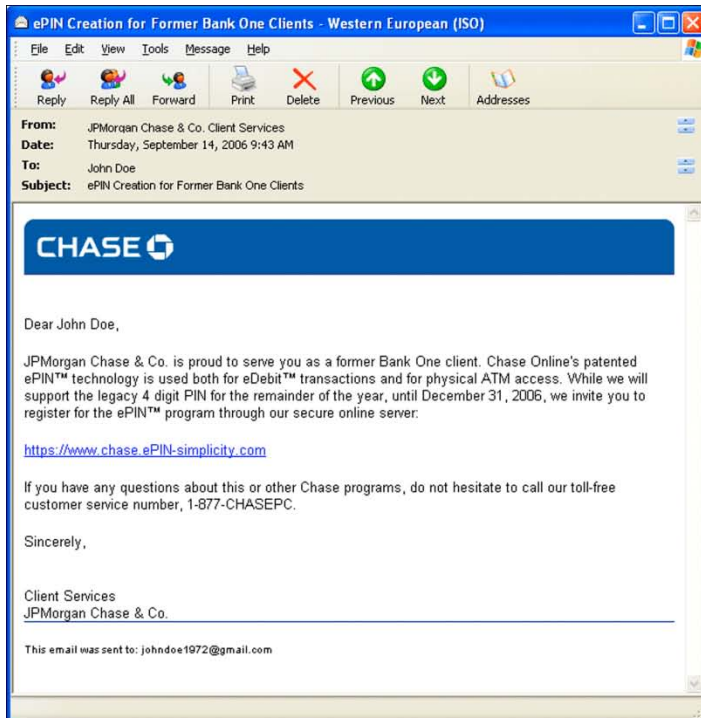


(a)

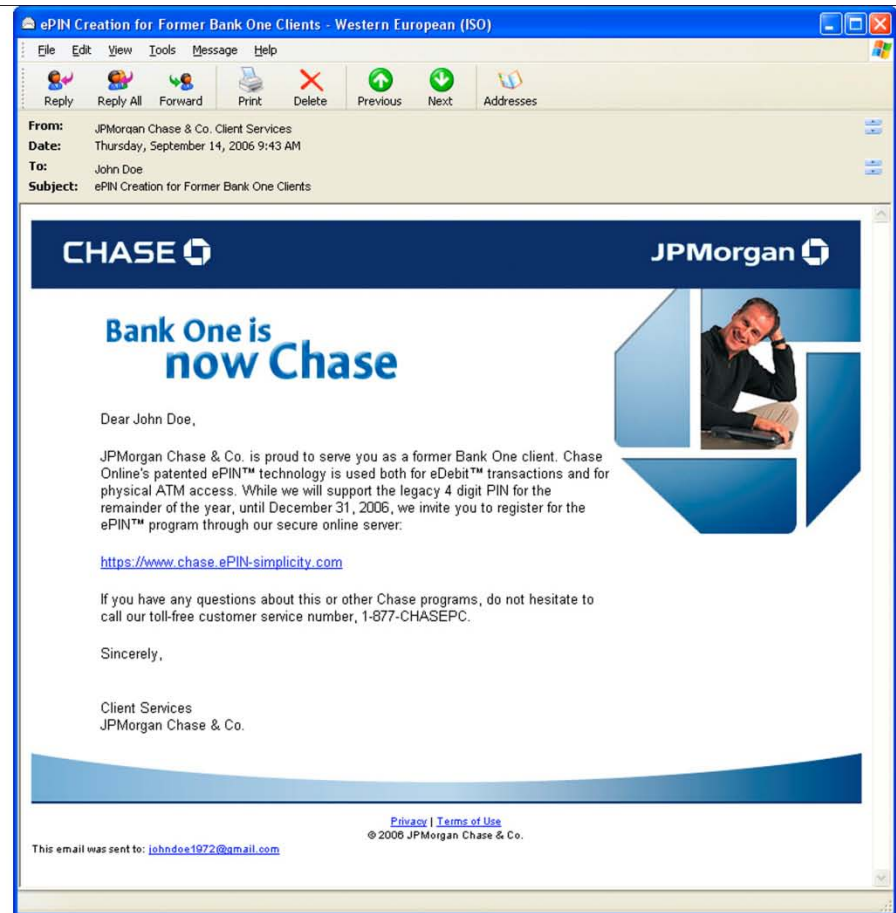


(b)

f49-02-9780123943972

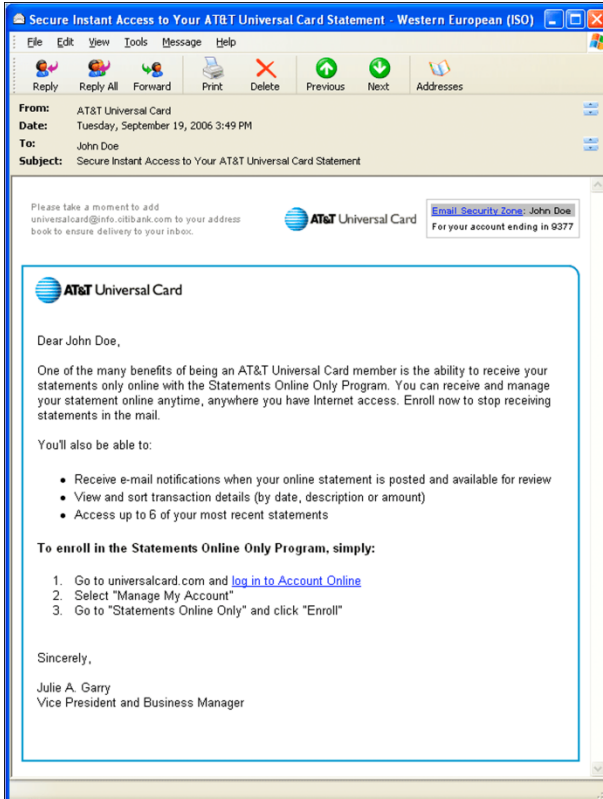


(a)

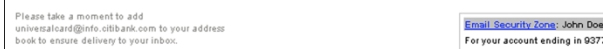


(b)

f49-03-9780123943972



(a)



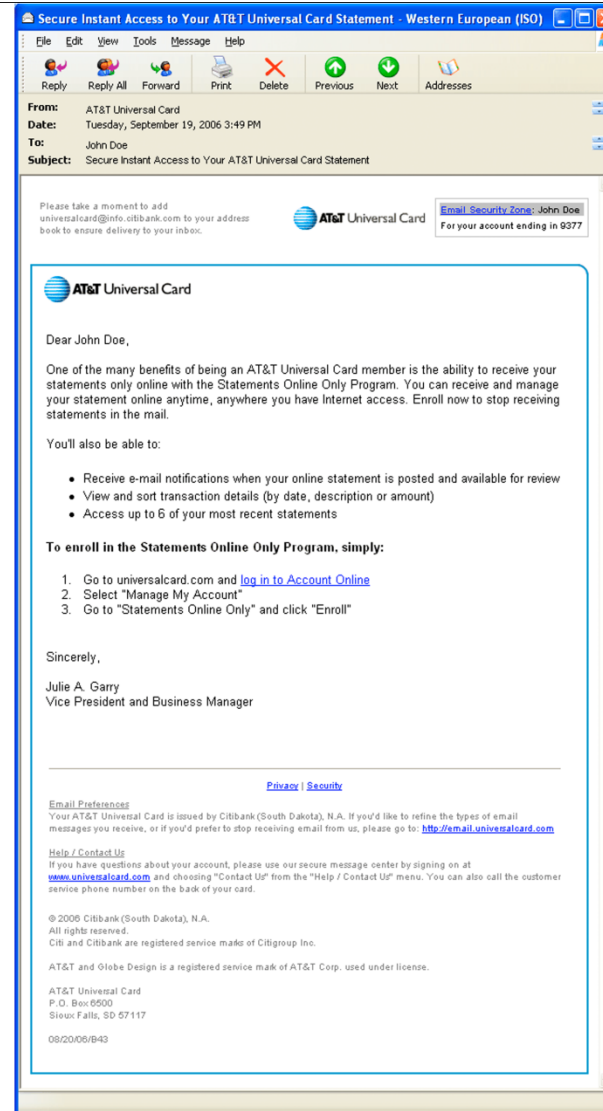
(c)

(d)

To enroll in the Statements Online Only Program, simply:

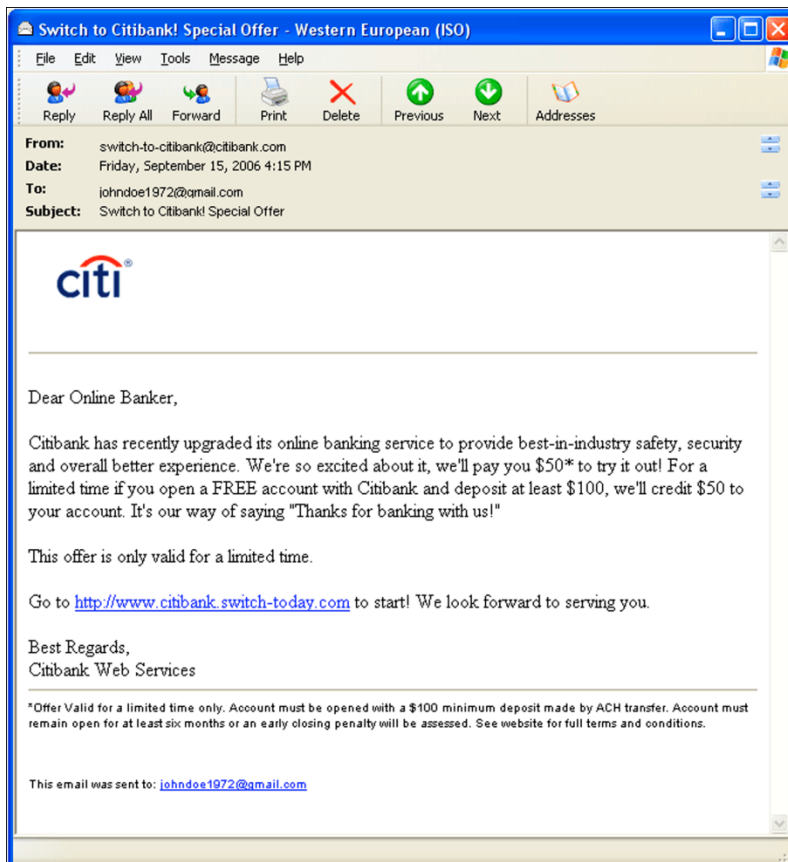
1. Go to universalcard.com and [log in to Account Online](#)

(e)

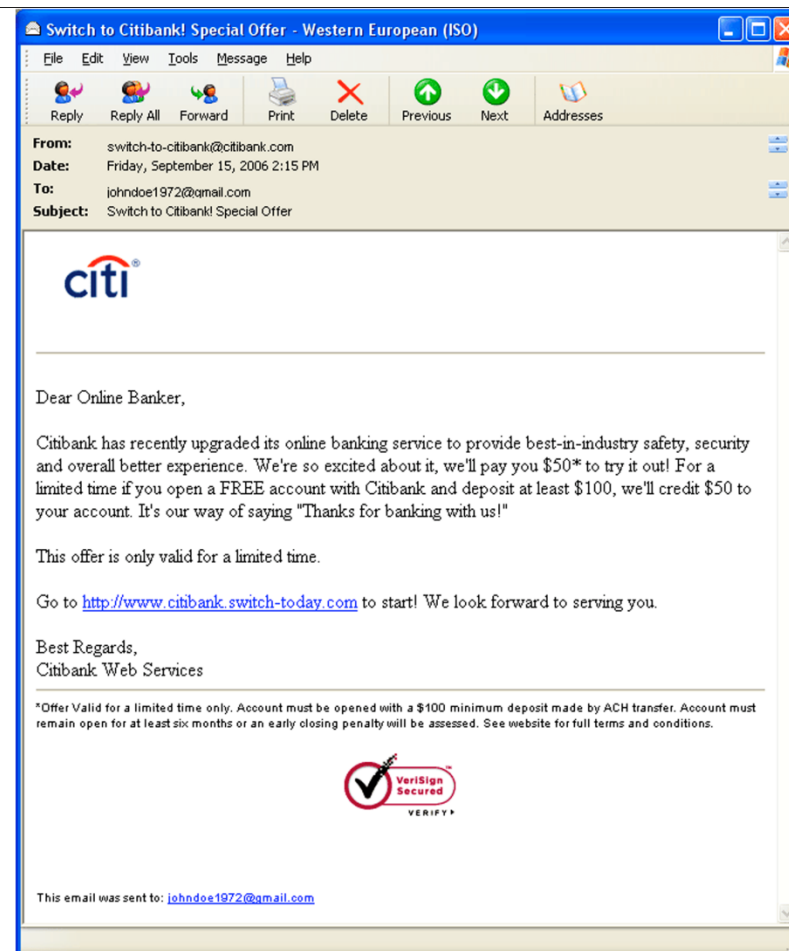


(b)

f49-04-9780123943972

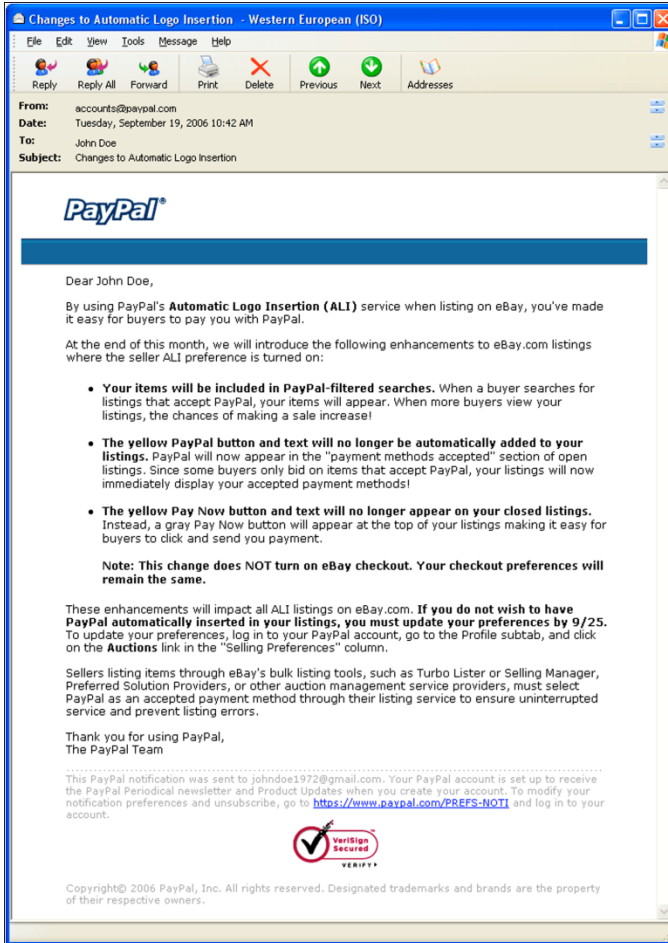


(a)



(b)

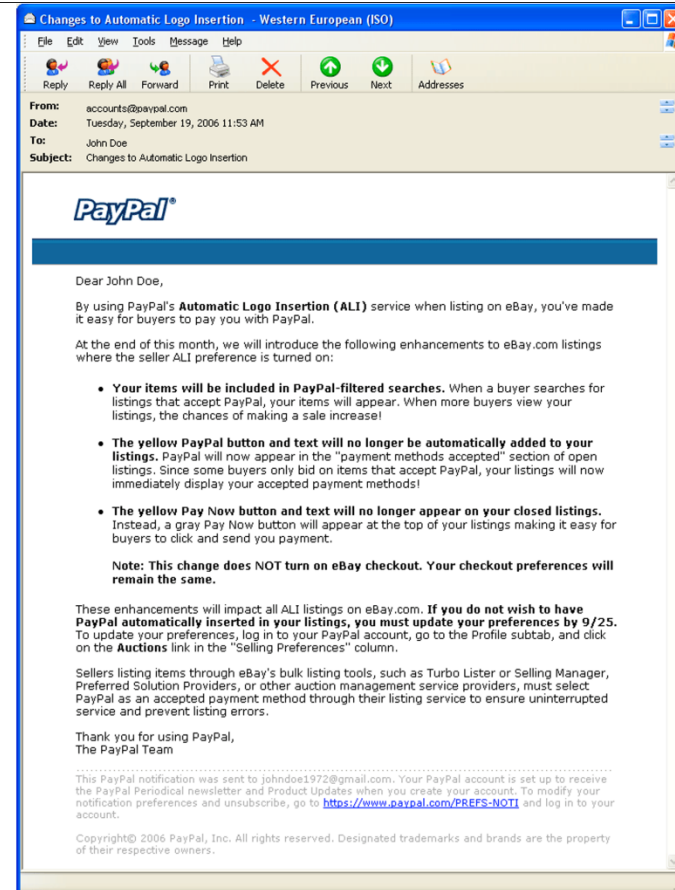
f49-05-9780123943972



(a)

These enhancements will impact all ALI listings on eBay.com. If you do not wish to have PayPal automatically inserted in your listings, you must update your preferences by 9/25. To update your preferences, log in to your PayPal account, go to the Profile subtab, and click on the Auctions link in the "Selling Preferences" column.

(c)



(b)

These enhancements will impact all ALI listings on eBay.com. If you do not wish to have PayPal automatically inserted in your listings, you must update your preferences by 9/25. To update your preferences, log in to your PayPal account, go to the Profile subtab, and click on the Auctions link in the "Selling Preferences" column.



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(d)

f49-06-9780123943972

AT&T Universal Card

AT&T Universal Card HOME | CARD BENEFITS | SECURITY & PRIVACY INFO | FAQS | HELP/CONTACT US

SAVINGS & REWARDS PLUS SO MUCH MORE.

AT&T Universal PLATINUM CARD
 0% APR
 NO ANNUAL FEE
 0% APR on Balance Transfers and Purchases for 12 months then Libor + 6.01%*

AT&T Universal REWARDS CARD
 5X ThankYou™ Points
 NO ANNUAL FEE
 0% APR on Balance Transfers for 12 months then LIBOR + 6.25%†
 Receive 10,000 bonus ThankYou™ Points after your first purchase, redeemable for a \$100 Gift Card!

SECURE ONLINE SERVICES
 User ID:
 Password:
 SIGN ON
 Look up User ID
 Reset Password
 REGISTER | LEARN MORE

Help/Contact Us
 1-800-423-4343

CARD BENEFITS

CALLING BENEFITS*

- 2 free directory assistance inquiries/mo.
- Up to 30 free phone minutes each month

SECURITY BENEFITS

- \$0 Liability
- Card Identity Theft Solutions

ONLINE SERVICES

- Pay your bill
- Review & download statements

COLLEGE STUDENT CARDS
 GET MORE. SAVE MORE. AND BUILD YOUR CREDIT.
 Enjoy savings & benefits designed for college life.
 Choose from Low APR or ThankYou™ Points toward great rewards.

Total Fraud Protection... Solutions for your safety and peace of mind.

*Please allow 1-2 billing cycles after first purchase for the 5,000 bonus ThankYou Points to post to your Card account. Once the bonus ThankYou Points have been transferred from card account to ThankYou member account, call 1-877-TREDEER and follow the prompts to redeem for your \$50 Gift Card.

†A surcharge of at least 8 minutes (subject to increase) applies to pay phone calls. International flat rates are higher than U.S. domestic flat rates, differ according to destination called and are subject to change without notice. Rates may be higher for calls made to or from mobile phones. For complete details, please see the [AT&T PrePaid Phone Service Terms and Conditions Agreement](#).

Privacy Promise
 Terms, conditions, caveats and small print
 Copyright © 2008 Citibank (South Dakota), N.A. All rights reserved. AT&T and the Globe Design are registered trademarks of AT&T Corp., licensed to Citicorp.

(a)

Address <https://www.accountonline.com/View?docId=Index&siteId=AC&langId=EN>

(b)

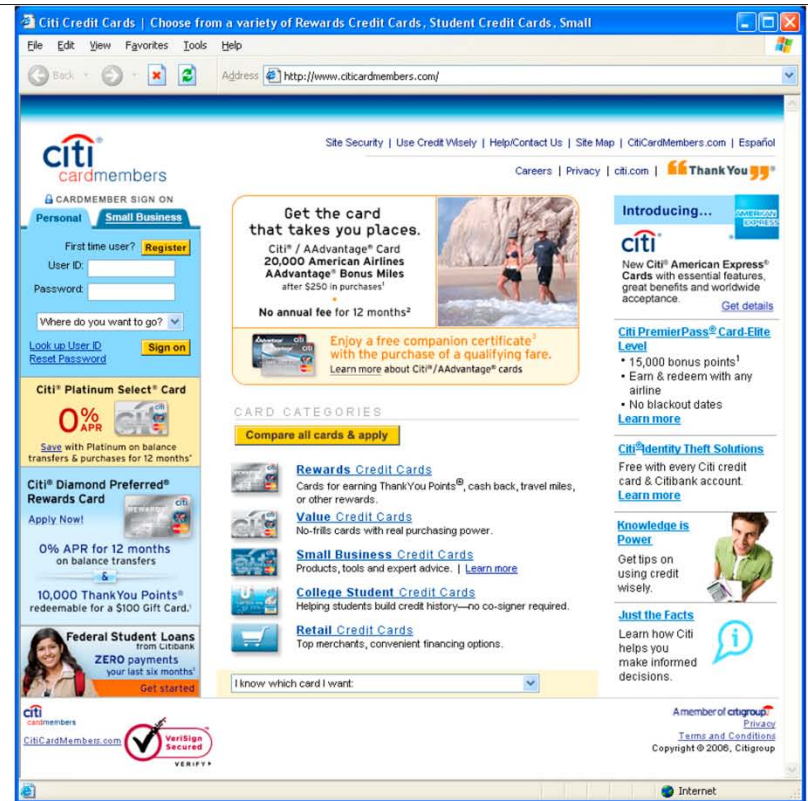
Address <http://www.attuniversalcards.com/>

(c)

f49-07-9780123943972



(a)



(b)



(c)



(d)

citicards.com

(e)

CitiCardMembers.com

(f)

Citi
Citi.com

(g)

Citi
cardmembers
CitiCardMembers.com

(h)

f49-08-9780123943972



(a)



Address <http://www.ebaygroup.com/paypal>

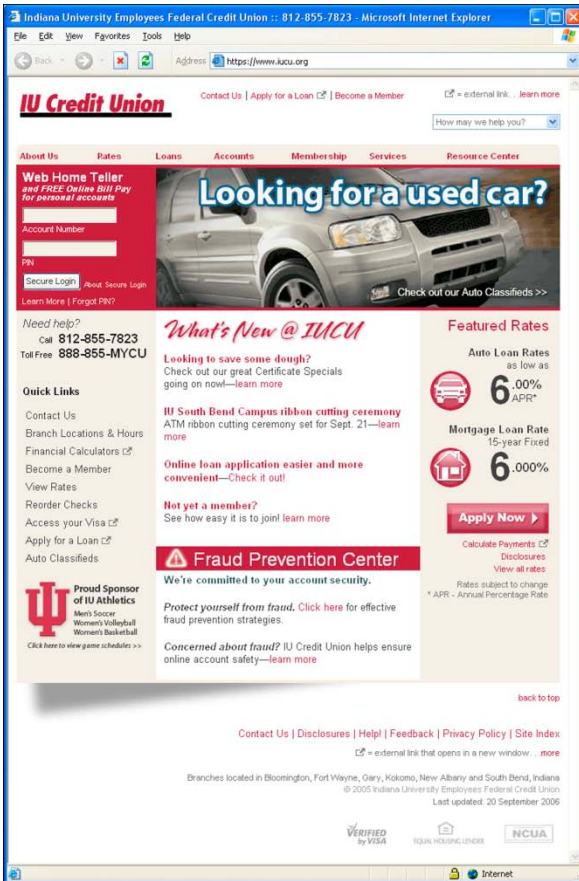
Address <http://www.paypal.com/ebay>

(b)

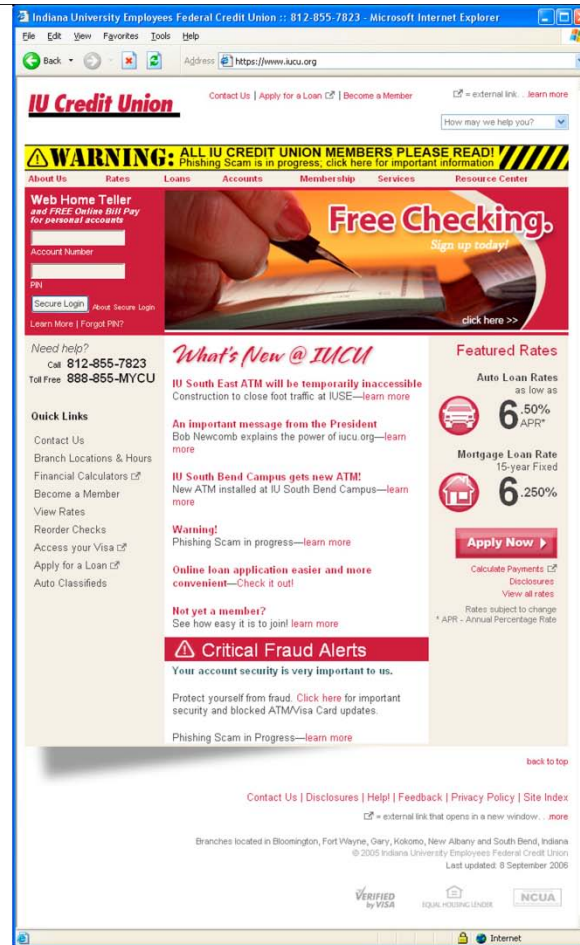
(c)

(d)

f49-09-9780123943972



(a)



(b)



(c)



(d)

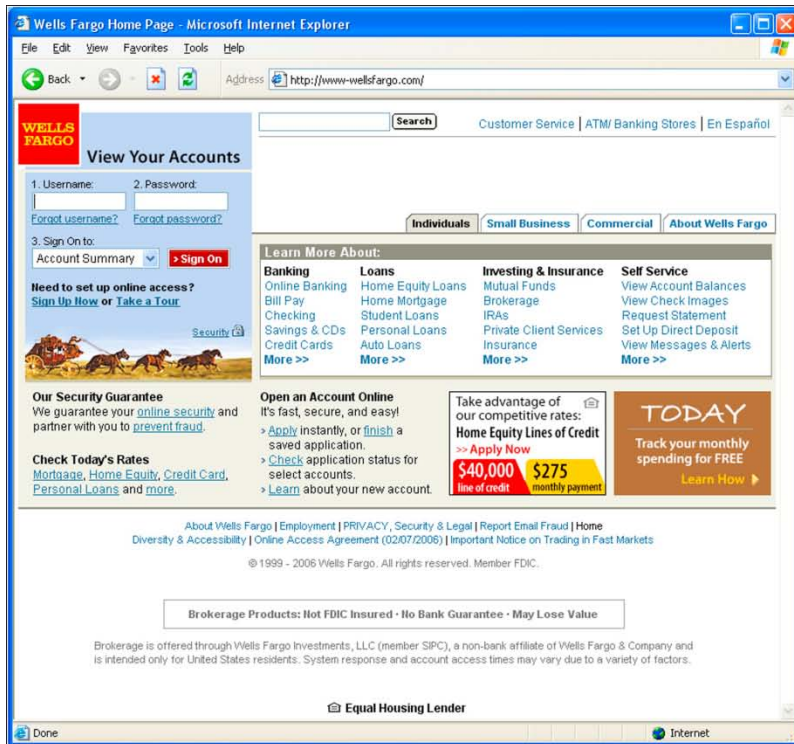


(e)

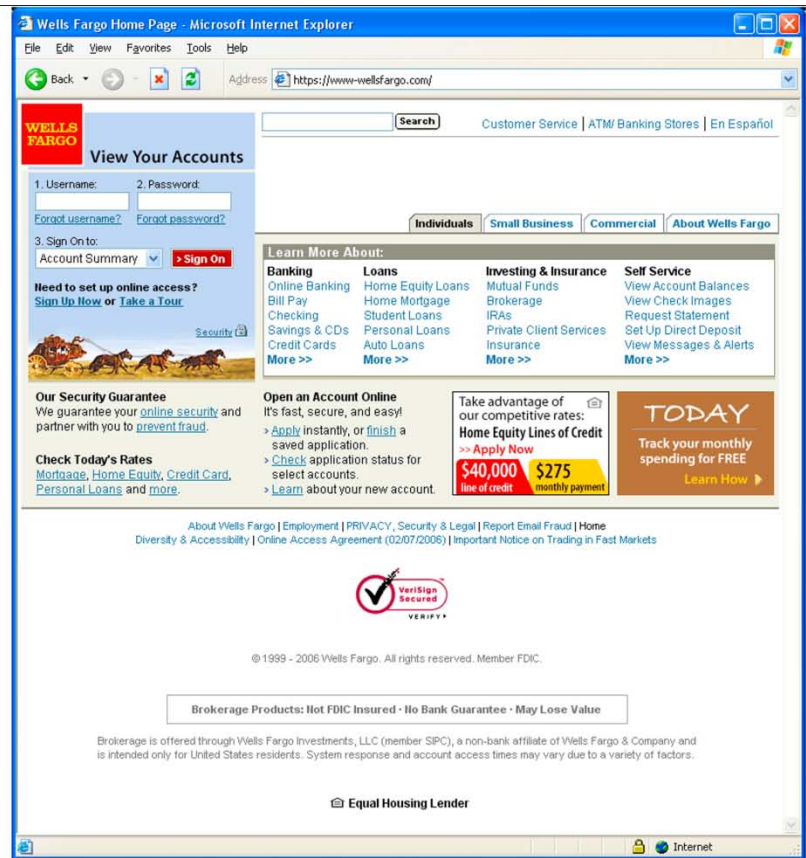


(f)

f49-10-9780123943972



(a)



(b)

Address <http://www-wellsfargo.com/>

(c)

Address <https://www-wellsfargo.com/>

(d)

Internet

(e)

Internet

(f)



(g)

f49-11-9780123943972

Dell Battery Return Program - Microsoft Internet Explorer

http://www.dellbatteryprogram.com/

Battery Recall

HOME

If you wish to read the text in another language other than English, please select the preferred language from the below list.

العربية | 简体中文 | 繁體中文 | Dansk | Deutsch | English | Español | Français | 日本語 | Nederlands | Norsk | Português | Suomi | Svenska | Swedish

Dear Dell Customer,

Dell has identified a potential issue associated with certain batteries sold with Dell Latitude™, Inspiron™, XPS™ and Dell Precision Mobile Workstation™ notebook computers. In cooperation with the U.S. Consumer Product Safety Commission and other regulatory agencies, Dell is voluntarily recalling certain Dell-branded batteries with cells manufactured by Sony and offering free replacements for these batteries. Under rare conditions, it is possible for these batteries to overheat, which could pose a risk of fire.

Potentially affected batteries were sold with the following models of Dell notebook computers or separately as secondary batteries:

- Latitude: D410, D500, D505, D510, D520, D600, D610, D620, D800, D810
- Inspiron: 500M, 510M, 600M, 700M, 710M, 6000, 6400, 8500, 8600, 9100, 9200, 9300, 9400, E1505, E1705
- Precision: M30, M60, M70, M90
- XPS: XPS, XPS Gen2, XPS M170, XPS M1710

In addition, these batteries MAY have also been provided in response to service calls. The batteries were shipped to customer between April 1, 2004 and July 18, 2006. The words "DELL" and "Made in Japan" or "Made in China" or "Battery cell made in Japan, Assembled in China" are printed on the back of the batteries. If your battery does not reflect one of these markings it is not part of this recall, and you may exit the site.

There is a two (2) step process to identify if your battery is affected:

1. Check if your battery model MAY be affected. If your battery is not listed, you are not affected.
2. Check if your specific battery PPIID (Dell Part Piece Identifier) is affected. This step is necessary to identify if your battery is affected. Only some batteries within each model are affected. If the battery is subject to this recall you will be automatically connected to a replacement order form.

Step 1: Is your battery model affected?

The following battery models, only MAY be subject to recall:

1K055	CS446	F2100	KD494	W9915	Y1333
3K590	C6269	F5132	OR331	X5308	Y4500
5P474	C6270	GD785	M3006	X5329	Y5466
6P922	D2961	H3191	RD857	X5332	
C2603	D5555	J1524	TD349	X5333	
CS339	D6024	JD616	US867	X5875	
CS340	D6025	JD617	US882	X5877	

These part numbers are printed on the back of the battery as illustrated below:

JP - 3(F5132) - XXXXX - XXX - 0123
REV - A00
Made in Japan

Step 2: Is your specific battery affected by this issue?

To determine whether your battery is affected by this issue, you should [Click Here](#). The website will direct you to find and enter an identification number from the back of your battery so as to determine whether the battery is affected by this issue. If the battery is subject to this recall you will be automatically connected to a replacement order form. Dell will also provide a means for you to return the affected battery for proper disposal.

Please note that only the described batteries are subject to this recall and not the notebook computers themselves.

Batteries subject to recall should not be used while awaiting a replacement battery from Dell. You may continue to use your notebook computer using the AC adapter power cord originally provided with your notebook.

Dell apologizes for the inconvenience caused by this issue. Shipment of quality products always has been and continues to be Dell's foremost concern. As always, if you have questions or concerns about this or any other subject, please feel free to contact [Dell Support in your region](#).

Enter Battery PPIID Number

Additional information is available using the following links:
[How to Identify Your Recalled Battery](#)

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(a)

f49-12-9780123943972

Laptop Battery Recall and Replacement Program - Western European (ISO)

From: Dell Support
 Date: Wednesday, September 13, 2006 11:02 AM
 To: John Doe
 Subject: Laptop Battery Recall and Replacement Program

Battery Recall

Dear Dell Customer,

Dell has identified a potential issue associated with certain batteries sold with Dell Latitude™, Inspiron™, XPS™ and Dell Precision Mobile Workstation™ notebook computers. In cooperation with the U.S. Consumer Product Safety Commission and other regulatory agencies, Dell is voluntarily recalling certain Dell-branded batteries with cells manufactured by Sony and offering free replacements for these batteries. Under rare conditions, it is possible for these batteries to overheat, which could pose a risk of fire.

To find out if your battery is at risk, please click:
<http://www.dellbatteryreplacements.com/>

Dell apologizes for the inconvenience caused by this issue. Shipment of quality products always has been and continues to be Dell's foremost concern. As always, if you have questions or concerns about this or any other subject, please feel free to contact us at support@dell.com.

Thank you,
 Dell Support

Copyright 1999-2006
[Technical Support Policy](#) | [Privacy Policy](#) | [About Dell](#) | [Contact Us](#)

(b)

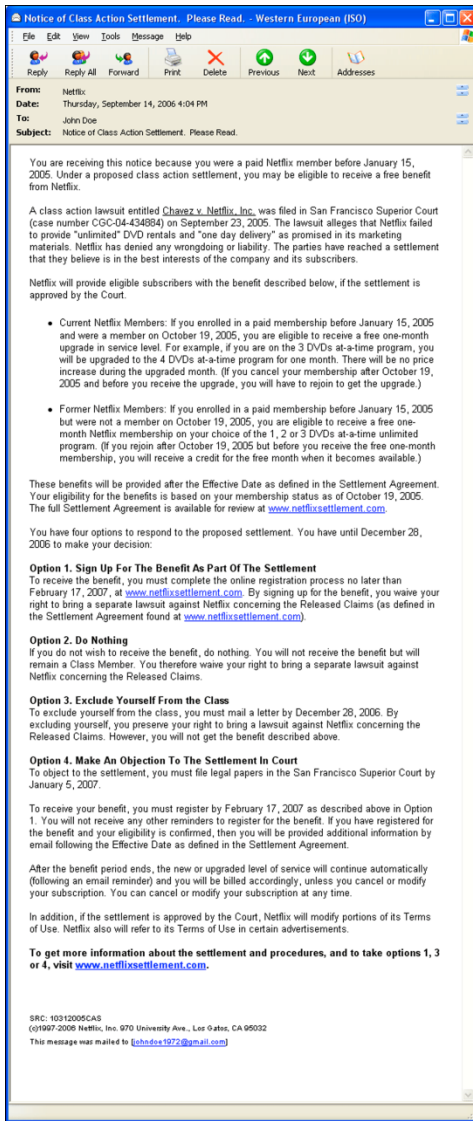
http://www.dellbatteryprogram.com/

(c)

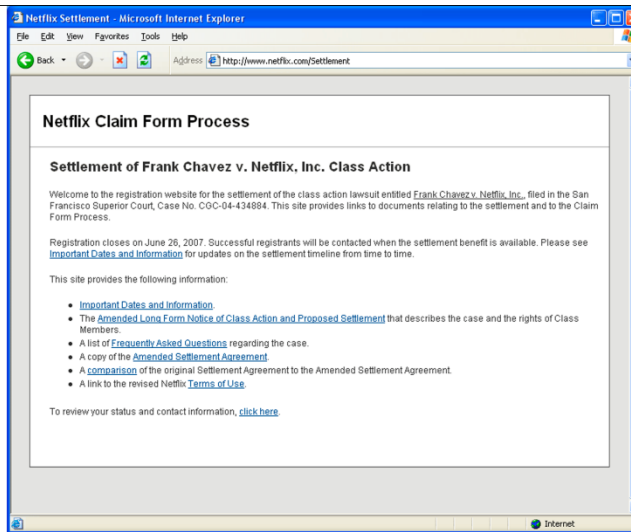
To find out if your battery is at risk, please click:

<http://www.dellbatteryreplacements.com/>

(d)



(a)




(b)

f49-13-9780123943972



Information

[Error number: 0x8DDD0004]

-  The website has encountered a problem and cannot display the page you are trying to view. Take the following steps to try solving the problem:
- Refresh the page.
 - In Internet Explorer, delete your Temporary Internet Files by going to the **Tools** menu and clicking **Internet Options**.
 - Close and then re-open Internet Explorer.

Internet Explorer (Add-ons Disabled) mode only prevents the use of ActiveX controls, including those used by the Microsoft Update website. To get updates using this browser mode, you need to turn on **Automatic Updates** on your computer or visit the Windows Update website.

f49-14-9780123943972