

Legitimate emails

In the following, we report a screenshot of the email preview (visible from the email list) and of the email content. The emails were presented in random order to each participant.

1)


Allianz Insurance

Notice of expiry of the Car Insurance Policy
Dear customer, we're sending you this email as a reminder of the expiration of your car insurance policy.

Notice of expiry of the Car Insurance Policy

AI

Allianz Insurance insurances@allianz.com
to me



Dear Customer,

we're sending you this email as a reminder of the near expiration of your car insurance policy.

Your Allianz Agent is available to evaluate together new solutions for the renewal of your insurance policy.

We'd like to thank you for the trust you had put in us and hope you would like to entrust your policy to us in the future.

Our best regards.

2)


YouTube

Changes to the YouTube Terms of Service
We have sent you this email to notify you of an update of the Terms of Service.

Changes to the YouTube Terms of Service

YO

YouTube no-reply@youtube.com
to me



We have sent you this email to notify you of an update of the [Terms of Service](#) (the "Terms") with some clarifications and greater transparency for our users. The Terms were similarly updated in the United States in November 2020. Your access to and use of YouTube services are not expected to change significantly as far as you are concerned.

Here is a summary of the variations:

- **Facial Recognition Restrictions:** The Terms of Service already state that you are not allowed to collect any information that could be potentially used to identify a person without their permission. While this principle has always included facial recognition data as well, the new Terms clearly state this.
- **YouTube's right to monetize content:** YouTube has the right to monetize all content on the platform and to place ads on videos from channels that are not members of the YouTube Partner Program.
- **Royalty Payments and Withholding Tax:** For creators who receive income, such as payment, will be treated as royalty for US tax purposes and Google will apply withholding taxes where required by the law.

We encourage you to read the updates to the Terms carefully. The new [Terms](#) will become effective on June 1, 2021 for users outside the United States.

By keep on using YouTube after that date, you are implicitly accepting the new Terms. Please note that if you allow your child to use YouTube Kids, you will also accept the new Terms on their behalf.

If you need more information, please visit our [Help Center](#).

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We sent you this email to notify you of important changes affecting the YouTube Terms of Service.

3)

DAZN

Our tips to better prepare you for the upcoming season
Hi Andrea, We are ready for a new season of great sport.

Our tips to better prepare you for the upcoming season

DA DAZN newsletter@dazn.it
to me



Hi Andrea,

We are ready for a new season of great sport. What about you, are you ready to live it to the fullest on **DAZN**?
We want to give you some simple advice to prepare yourself for the vision of **upcoming events**.

UPDATE THE APP AND LOG IN

First, check that you have downloaded the latest version of the DAZN app and the operating system of your device. Then connect in advance the device with which you will watch the game using your credentials: email and password.

You don't remember your password? Quickly reset it by clicking [here](#).

You will receive an email with a link to create a new one, so check from the "Your details" section that your email is correct.

CHECK YOUR INTERNET CONNECTION

To check your connection speed, just do a simple test through this [link](#) by logging in with the device you want to use to watch DAZN on.

To optimize your connection, we suggest you reduce the number of devices connected to the same network, avoid downloading heavy files and if possible use a cable connection by placing the modem in a central area of the house, not inside furniture and at least one meter from the floor.

MANAGE YOUR DEVICES

You can manage your devices directly from the "Devices" section within the "My Account" area.

For any further information, please read our guide to **DAZN subscription plans** at this [link](#) or contact our customer service.

The DAZN Team

4)

Live Nation

Password Reset
Reset your password

Password Reset

LN Live Nation info@livenation.com
to me



Hi Andrea

to change your password on www.livenation.com, click on the link below.

RESET PASSWORD

Remember, your access data allows you to login in every LiveNation website of the world!

See you in the next show,
the Live Nation team

5)

UniCredit

PIN reset

You have reset your PIN and we have updated your account.

PIN reset



UniCredit no-reply@unicreditgroup.eu
to me



Hi Andrea,

Your confirmation PIN for your online banking services has been successfully reset!

If you did not request to reset your PIN, nor you did modify it, start an online chat with one of our operators by visiting www.unicredit.it/support to verify the integrity of your account.

Alternatively, you can also visit one of our branches near you - [where is the closest branch?](#)

Best regards,
UniCredit Bank

6)

European Hospital spa - Rome

SARS Covid-19 analysis results
Hi Andrea, the analysis result is ready.

SARS Covid-19 analysis results



European Hospital spa - Rome pharmacy-24@europeanhospital.it
to me

Hi Andrea,

the result of the swab carried out today is **negative**.

Thank you for having chosen our services.

Best regards,
European Hospital spa



7)


myCicero

End of parking confirmed

Your parking time is over. Dear user, your parking time is over.

End of parking confirmed

MY myCicero no-reply@mycicero.eu
to me



End of parking confirmed

Dear User,
your parking time is **over**.

Here are all the details:

DETAILS
ID: 950/2715698
Municipality: Rome
Rest area: Termini Train Station
Vehicle registration number: DA000DA
Date and time: 2022-12-26 00:00:00 14:04 to 2022-12-26 00:00:00 14:36
IParking amount: € 0,53
Your current credit: € 10,50

For any tax deduction it is necessary to keep this email. This operation is not subject to the obligation of invoicing pursuant to art. 74 1st paragraph letter e) of Presidential Decree 633/72.
If you need help or more details, consult our [FAQs](#) or contact us at support@mycicero.eu or at **071 920 7000**.

On our site you will also find: all the information regarding parking, the cities involved in the program , timetables of the public transport and an apposite section to buy the tickets and the transport companies adherent to **myCicero**.

Have a safe trip!
The myCicero team

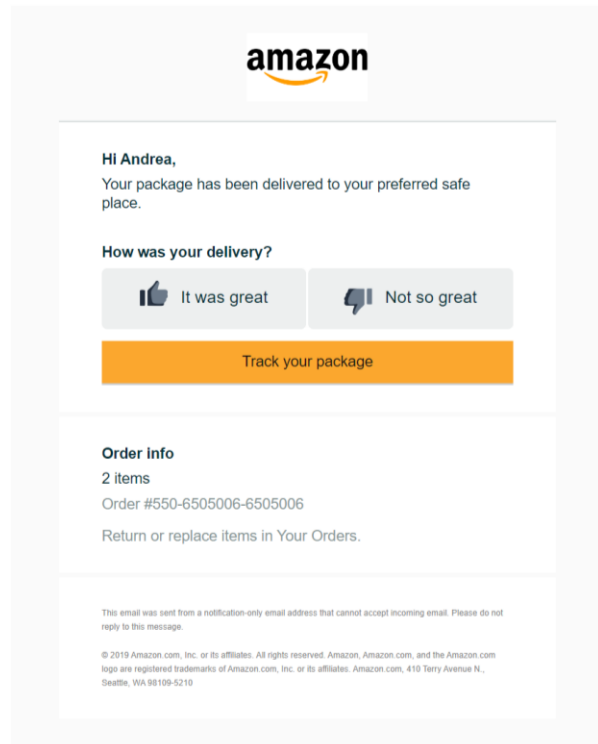
8)

Amazon

Delivered: Your Amazon.com order #550-6505006-6505006
Delivered: Your Amazon.com order

Delivered: Your Amazon.com order #550-6505006-6505006

AM Amazon order-confirmation@amazon.com
to me



9)

Unity Technologies

Your Unity Student Plan has expired
Here's how to renew your plan

Your Unity Student Plan has expired

UT Unity Technologies accounts@unity3d.com
to me



Hi Andrea,

Your Unity Student Plan has expired. Please see the instructions below to renew your plan.

How to renew your Unity Student Plan

1. Re-apply by visiting [Unity Student Plan](#)
2. Submit and verify your eligibility information
3. Follow the instructions in the email you will receive from SheerID to activate your plan benefits

Please note: As of June 2022, Unity Teams is no longer supported. If previously enabled on your Plan, once you renew your Unity Student license, your collaboration and version control benefits will be supported by our **Plastic SCM** offering. Plastic SCM offers free usage of 3 users and 5 GB of complimentary storage. Additional usage will incur payment. Please review your usage and storage on your dashboard to see if any usage charges apply. Please go to support.unity3d.com to get help with any questions about your Unity ID, account, organization(s) and subscription(s).

Keep creating.

The Unity Education Team

10)

TicketOne Staff

Important notice regarding U2 in London

Hi Andrea, this is to provide you with useful information regarding U2's event scheduled in LONDON.

Important notice regarding U2 in London

TS TicketOne Staff ecomm.customerservice@ticketone.it
to me



Hi Andrea,

this is to provide you with useful information regarding **U2's event** scheduled in **LONDON**.

We confirm that the concert will be held this evening, **November 16th**, at **The London Palladium**.

Below we report what the organizer shared:

"U2 @ The London Palladium - IMPORTANT SERVICE INFORMATION:

The opening of the gates is scheduled for around 5:30 pm.

We invite you not to go to the venue too early, also to avoid the hottest hours.

U2's concert is supposed to start between 9.30 pm and 10 pm.

At the end of the concert, it is advisable to wait at least half an hour before leaving the venue in order not to obstruct traffic.

To assure safety, the outflow will be managed in stages by our security personnel, checking the exits at regular intervals of time.

Inside the venue there are food & beverage areas, including vegetarian choices too.

The internal regulations of The London Palladium can be consulted at this link: <https://lwtheatres.co.uk/lw-theatres-audience-guide/>

Kind Regards,
TicketOne Staff

11)

Amazon.com

Amazon Password Reset

Hi Andrea, to reset your password follow the steps in this email.

Amazon Password Reset

AM Amazon.com no-reply@amazon.com
to me



Hi Andrea,

To reset your password click [here](#).

Do not share this email with anyone. Our customer support team won't ask you; never your password, credit card or banking information.

Thank you.

12) False Positive

Facebook

Your Facebook password has been modified

Hello Andrea, Your Facebook password has been modified.

Your Facebook password has been modified



Facebook security@facebookmail.com
to me

Hello Andrea,

Your Facebook password has been modified Saturday 17 December 2022 at 22:29 (UTC+01)

Operating System: Windows
Browser: Chrome
IP Address: 93.40.196.198
Approximate Location: Rome, IT

If you performed this action, you can ignore this email.

If it wasn't you, protect your account

Thank you,
the Facebook security team



FAKE WEBSITE, DON'T CLICK!

Link goes to: https://www.facebook.com/hacked/disavow?u=100000125023309&nArdInDS2&lit_IT&ext1548538159

Phishing emails

1)

Amazon


Problem with your account

Hello customer, We have faced some problems with your account.

Problem with your account

AM

Amazon amazon.it@amazonservices.com.cz
to me



Dear Customer,

We are sorry to inform you that we have registered some problems related to your account. As a consequence, you need to update your account details. Unless you update your details within 24 hours (since the opening of this email), your account will be officially and **permanently disabled**, as mentioned in our *Terms of Use and Conditions*. You can proceed to the updating procedure by clicking the link below:

Update now

Thank you for being part of the Amazon community,
we look forward to hearing from you soon.


Best regards,
Amazon Customer Service

- Tooltip warning:

Update now

Thank you for being part of the Amazon community,
we look forward to hearing from you soon.

Best regards,
Amazon Customer Service



FAKE WEBSITE, DON'T CLICK!

Link goes to: amazonservices.com.cz/account.php

2)

Instagram

New device login detected

Dear user, we're writing to inform you that we detected a login to your account from a new device.

New device login detected

 Instagram noreply@instagram.com
to me



Dear Andrea,

We're writing to inform you that we've detected a login to your account from a new device.

When:

10/12/2022 17:38 CEST

Device:

Huawei P30 Pro

Near:

Nashik, India

If this was you, you can safely ignore this message.

If this wasn't you, we highly recommend you to reset your password and terminate any other session to limit any possible damage. You can quickly reset your password by clicking the link below.

instagram.com/reset

Sincerely,

Instagram Technical Staff

- Tooltip warning:

instagram.com/reset

Since
Insta



FAKE WEBSITE, DON'T CLICK!

Link goes to:

<http://92.233.24.33/instagram/login.php>