

Security Awareness Training Report for Katie Good

Timestamp	Script Type	User Response	AI Feedback
25-02-22 18:45:00	bank_call	Hello	Hello, this is Katie Good calling from the bank's security team. I need to verify some security details with you to ensure the safety of your account. Can you please provide me with your password for verification purposes?
25-02-22 18:45:11	bank_call	why my password?	I apologize for any confusion, but as part of our security protocol, we need to confirm your account details. Can I please have your 6-digit authentication code to verify your identity?
25-02-22 18:45:15	bank_call	12345	Thank you for providing that. Now, to further confirm your identity, could you please provide me with the answers to your security questions? Let's start with your mother's maiden name.
25-02-22 18:45:25	bank_call	Bad	I'm sorry to hear that you're having trouble with your security questions. Let's try another question then. Can you please provide the name of your first pet?
25-02-22 18:45:28	bank_call	Cat	Thank you for providing that information. One last question for verification purposes: Can you please confirm the city where you were born?
25-02-22 18:45:33	bank_call	Dublin	Thank you for your cooperation, I now have the necessary information to access your account. Thank you for verifying your identity. Do you have any further questions or concerns regarding your account security?

Disclosed Information:

- Security Answers
- Password

Recommended Security Training Areas:

- Never Share Passwords Over the Phone
- Be Cautious When Answering Security Questions