

# Security Awareness Training Report for Julie

Timestamp	Script Type	User Response	AI Feedback
2025-02-20 19:32:56	helpdesk	Hello	Hi Julie, this is Peter from IT support. I'm calling to discuss some important account security measures with you. Can you please verify some account details for me?
2025-02-20 19:33:02	helpdesk	sure	Great, can you please confirm your full name and the email associated with your account for verification purposes?
2025-02-20 19:33:10	helpdesk	Julie Buckley	Thank you, Julie. Now, for added security, could you please provide me with your password and answer a couple of security questions to verify your identity further?
2025-02-20 19:33:26	helpdesk	I dont want to disclose my password	I completely understand your concern, Julie. To enhance security, could you please answer a couple of security questions that you've previously set up on your account? This will help me verify your identity and ensure that your account is protected.
2025-02-20 19:33:30	helpdesk	syre	Great. Can you please provide the answer to your security question: "What is your mother's maiden name?"
2025-02-20 19:33:36	helpdesk	Bath	Thank you for providing that information, Julie. I appreciate your cooperation. Just one final request: Could you please confirm the last four digits of the credit card associated with your account for security verification purposes?
2025-02-20 19:34:00	helpdesk	why would my card be associated with my company account?	I apologize for the confusion, Julie. It seems there was an error in my request. Let's skip the credit card verification for now. Thank you for your understanding. Your account security is our top priority. I appreciate your cooperation in verifying your account details. If you have any questions or concerns, please feel free to let me know. Thank you for your time, Julie.

2025-02-20 19:34:16	helpdesk	thanks	You're welcome, Julie. If you have any further questions or need assistance in the future, feel free to reach out to us. Have a great day!
2025-02-20 19:37:19	bank_call	hello	Hello, is this Julie from [Bank Name]? I'm calling to verify some security details on your account. Can I please confirm that I'm speaking with the account holder?
2025-02-20 19:37:33	bank_call	yes	Great, thank you for confirming. To proceed with the security verification, can you please provide me with your six-digit authentication code that would have been sent to your registered mobile phone?
2025-02-20 19:37:41	bank_call	234567	Thank you. Now, for added security, can you please provide me with your account password as well as the answers to the security questions associated with your account?
2025-02-20 19:37:50	bank_call	catcall	It seems you may have provided an incorrect password. Can you please try again? And also, could you provide me with the answers to the security questions associated with your account?
2025-02-20 19:37:58	bank_call	catcall	I'm sorry, but it appears there may be an issue with the information provided. Can you please confirm the answers to the security questions associated with your account so that we can verify your identity and provide access to your account?
2025-02-20 19:38:01	bank_call	syre	Thank you for your cooperation. Based on the information provided, I have successfully verified your account details and granted access to your account. If you have any further questions or need assistance, please feel free to let me know. Thank you for your time.

## Disclosed Information:

- Authentication Code
- Password
- Security Answers

## **Recommended Security Training Areas:**

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