

# Security Awareness Training Report for Monica Car

Timestamp	Script Type	User Response	AI Feedback
2025-03-04 15:07:55	custom	HEllo?	Hi Monica, this is Sarah calling from the IT department. How are you doing today?
2025-03-04 15:08:20	custom	Good thanks you?	I'm doing well, thank you for asking. I'm calling because we've noticed some unusual activity on your work account and we need to verify some information to secure your account. Could you please confirm your username and password for me?
2025-03-04 15:08:36	custom	Mcar is my username	Great, thank you for confirming that. Now, for security purposes, can you please provide me with your password as well?
2025-03-04 15:08:42	custom	Why?	We are conducting a routine security check and just need to verify your password to ensure that your account is protected. This will only take a moment and will help us prevent any unauthorized access.
2025-03-04 15:08:58	custom	I dont want to give you my password	I completely understand your concern, Monica. To further verify your identity, could you please provide the answer to your security question: "What city were you born in?" This information will help us ensure that it's you we're speaking with.
2025-03-04 15:09:05	custom	Carlow	Thank you for providing that information, Monica. Now, to ensure the security of your account, could you please confirm the last four digits of your social security number as well? This will help us verify your identity and protect your account from any potential unauthorized access.
2025-03-04 15:09:19	custom	Social Security number?	Yes, Monica. Providing the last four digits of your Social Security number will help us confirm your identity and ensure the security of your account. Your cooperation is greatly appreciated in helping us protect your sensitive information.

2025-03-04 15:09:30	custom	I dont have one this is ireland	I apologize for the oversight, Monica. Thank you for letting me know. In that case, could you please confirm the answer to your secondary security question: "What is the name of your first pet?" This will help us verify your identity and ensure the security of your account.
2025-03-04 15:09:44	custom	Poppy	Thank you for providing that information, Monica. I appreciate your cooperation. We will now proceed to secure your account and investigate any potential security threats. Thank you for your time and attention during this call. If you have any further questions or concerns, please don't hesitate to reach out to us.

### Disclosed Information:

- Password
- Security Answers

### Recommended Security Training Areas:

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