Brandon Davies

06/04/2015

Assignment 2, part 2

Computer Security INFO1340

Found on page 24 of original document

Contributed by: Connor Johnston

Dear Registered Customer,

Our security system detected unusual charges to a credit-card linked to your PayPal account.

Currently, your account has been limited due to the following reason:

Suspicious activities has triggered our security system which shows that an unauthorized user tried to access your PayPal account without your consent. To ensure greater security, we have limited access to your account. We have sent you an attachment containing the necessary steps in order to restore your account access. Simply download and view it in your web browser.

Please do understand that this is a security measure intended to protect you and your account. We apologize for any inconvenience.

Accounts Management will periodically send you information about site changes and enhancements, as outlined in our User Agreement.

Thank you,

PayPal Account Review Department

Changes:

* Altered who the email is addressing
* Altered subject to get through filters
* Change security threat from credit card usage to login attempts
* Changed from account limited to account locked
* Removed repeat information about suspicious information
* Add PayPal Logo
* Change attachment name from “att0001” to “PayPal Recovery”
* Changed confirmation from:
  + Accounts Management will periodically send you information about site changes and enhancements, as outlined in our User Agreement.

To:

* + If you have any concerns please contact PayPal support.

Revised Email:

Subject: PayPal Account Locked

Date and Time: April 6, 2015. 11:20pm



Valued Customer,   
  
Our security system has detected a high number of incorrect login attempts.  
  
Your account has been locked to avoid the unauthorized use of your financial data.  
  
We ask that you fill out the attached form to prove your identity and regain access to your account.  
  
Please understand that this is a security measure intended to protect you and your account. We apologize for any inconvenience.  
  
If you have any concerns please contact PayPal support.  
  
Thank you,   
  
Account Review Department

Why this is email is effective

* PayPal logo for more confirmation it is from PayPal
* The reason that the account is locked is something that does happen, people trying to guess passwords
* An account lock out is something that people know happens. It is familiar.
* It is to the point of what happened and what they need to do to correct it.
* The attachment document gets the style sheets for the html website from PayPal so it looks convincing
* It tells you to contact PayPal directly with problems to ensure the victim the email is legitimate
* If the user checks any of the facts stated in the email the user will know it is not legitimate, but the point of the email is to be convincing enough that the user does not check.