Questionnaires in Study II

Phishing is a cybercrime in which a target or targets are contacted by email, telephone, or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as personally identifiable information, banking, and credit card details and passwords.

Scenario: suppose you are contacted by **${e://Field/ePhishType}** that fraudulently claims to be from company **${e://Field/eCompanyName}** saying "${e://Field/eReason}".
In the attack, **${e://Field/eVictimType}**.

Enter the company name assigned in your scenario

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Are you a victim of the attack?

○ Yes (1)

○ No (2)

○ No (3)

The attack type assigned to you is

○ Phishing Email (1)

○ Phishing Text Message (2)

○ Phishing Phone Call (3)

Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Scenario: suppose you are contacted by **${e://Field/ePhishType}** that fraudulently claims to be from company **${e://Field/eCompanyName}** saying "${e://Field/eReason}". In the attack, **${e://Field/eVictimType}**.

Suppose you have decided to report it. Based on your scenario, please find out **WHERE** you will report this attack and **HOW** to report it.

The next page button will be displayed after 20 seconds. *Please start searching for answers AFTER clicking the next page button.*

NOTE: We need you to provide specific information on how to report the attack based on the answer you find in the following questions.

Page Break

Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

You can click the next page button **ONLY WHEN**:

- you have found out where and how to report this phishing attack.
- or you cannot find out where and how to report this phishing attack.
- or you change your mind and decide not to report it.

Page Break ———————————————————————————————

Scenario: suppose you are contacted by **${e://Field/ePhishType}** that fraudulently claims to be from company **${e://Field/eCompanyName}** saying "${e://Field/eReason}". In the attack, **${e://Field/eVictimType}**.

Have you found where and how to report the phishing attack?

○ Yes (1)

○ No (2)

○ I don't want to report it (3)

How did you finally identify where to report the attack in your scenario?

○ Search online (1)

○ Ask someone (2)

○ I have experience on it and know the answer (3)

○ Other (4)

How did you try to identify where to report the attack in your scenario? (select all correct answers)

☐   Search online (1)

☐   Ask someone (2)

☐   Other (4)

Which "Other" ways did you use to try to identify where and how to report the attack? (If there are more than one, please use semicolons ";" to separate)

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How did you search for where and how to report the phishing attack in your scenario? Please list all search terms you tried. (If there are more than one, please use semicolons ";" to separate)

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Who did you ask and what did you ask?(If there are more than one, please use semicolons ";" to separate)

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When and Where did you get this experience and knowledge?

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Which "Other" ways did you use to figure out where and how to report the attack?(If there are more than one, please use semicolons ";" to separate)

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If you didn't find the information you need from the channel you just got the answers, would you try other ways to get the answer?

○ Yes, I will try to search online (1)

○ Yes, I will try to ask someone (2)

○ No, I will not report it anymore (3)

○ Other (4)

What "Other" will you do?(If there are more than one, please use semicolons ";" to separate)

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Please enter the website address (URL) where you found the information about where and how to report this **${e://Field/ePhishType}** that fraudulently claims to be from **${e://Field/eCompanyName}.** (If there are more than one, please use semicolons ";" to separate)

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Based on the information you found, where are you requested to report this **${e://Field/ePhishType}** that fraudulently claims to be from **${e://Field/eCompanyName}**? (Please select all correct answers)

- [ ] FTC (Federal Trade Commission) (2)

- [ ] Forward email to FTC (spam@uce.gov) (18)

- [ ] CISA (Cybersecurity & Infrastructure Security) (3)

- [ ] IC3 (Internet Crime Complaint Center) (4)

- [ ] IdentityTheft.gov (14)

- [ ] IRS (15)

- [ ] State Attorney Office (5)

- [ ] APWG (6)

- [ ] FCC (7)

- [ ] Forward text message to a number (e.g., 7726) (8)

- [ ] Local Law Enforcement (11)

- [ ] ${e://Field/eCompanyName} (13)

- [ ] Report through software or platform built-in functions (e.g, moving the message to the spam folder in iMessage or Gmail) (20)

- [ ] I am not requested to report it (19)

☐   Other (12)

Please tell us which software or platform and what the functions you will use to report?

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Then, which "other" channels will you report to? (If there are more than one, please use semicolons ";" to separate)

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How do you report to **${e://Field/eCompanyName}?**

○ Online form (1)

○ Built-in function of ${e://Field/eCompanyName}'s software or platform (2)

○ Call (3)

○ Email (4)

○ Other (6)

Please enter the website address (URL) of the online form to report the attack to ${e://Field/eCompanyName}.

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Please enter the number you will call to report the attack to ${e://Field/eCompanyName}.

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Please enter the email address you will send to report the attack to ${e://Field/eCompanyName}.

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Please tell us which "Other" ways you will use to report the attack to ${e://Field/eCompanyName}.

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Do you plan to report to all the requested channels you just found?

○ Yes (1)

○ No (2)

○ NA (3)

Do you plan to report to the company, **${e://Field/eCompanyName}**?

○ Yes (1)

○ NO (2)

Why don't you plan to report to the company, ${e://Field/eCompanyName}?

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What makes you believe you cannot find where or how to report
this **${e://Field/ePhishType}** that fraudulently claims to be from **${e://Field/eCompanyName}**?

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If you cannot find where or how to report it, what will you do? Can you briefly explain the
reason?

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What makes you decide to stop reporting this **${e://Field/ePhishType}** that fraudulently claims to be from **${e://Field/eCompanyName}**?

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Page Break

Your feelings, thoughts and suggestions about finding **where** and **how** to report the attack are great significance to the study of the current reporting ecosystem. We really appreciate your being able to leave some comments at the end.

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In which country do you currently reside?

▼ Afghanistan (1) ... Zimbabwe (1357)

What's your age?

○ under 18 years old (1)

○ 18 ~ 29 years old (6)

○ 30 ~ 39 years old (2)

○ 40 ~ 49 years old (3)

○ 50 ~ 59 years old (7)

○ 60+ years old (4)

What is your gender?

○ Male (1)

○ Female (2)

○ NA (3)

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What is the highest level of school you have completed or the highest degree you have received?

○ Less than high school degree (1)

○ High school graduate (high school diploma or equivalent including GED) (2)

○ Some college but no degree (3)

○ Associate degree in college (2-year) (4)

○ Bachelor's degree in college (4-year) (5)

○ Master's degree (6)

○ Doctoral degree (7)

○ Professional degree (JD, MD) (8)

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Which of the following industries most closely matches the one in which you are employed?

○ Forestry, fishing, hunting or agriculture support (1)

○ Real estate or rental and leasing (2)

○ Mining (3)

○ Professional, scientific or technical services (4)

○ Utilities (5)

○ Management of companies or enterprises (6)

○ Construction (7)

○ Admin, support, waste management or remediation services (8)

○ Manufacturing (9)

○ Educational services (10)

○ Wholesale trade (11)

○ Health care or social assistance (12)

○ Retail trade (13)

○ Arts, entertainment or recreation (14)

○ Transportation or warehousing (15)

○ Accommodation or food services (16)

○ Information (17)

○ Other services (except public administration) (18)

○ Finance or insurance (19)

○ Unclassified establishments (20)

Are you interested in cybersecurity news or information?

○ Yes (1)

○ No (17)

○ NA (18)

Do you have experience working in or studying computer security?

○ 0 years (1)

○ 1 ~ 3 years (2)

○ 4 ~6 years (3)

○ more than 6 years (4)

When did you get this cybersecurity experience?

○ 10 years ago (1)

○ 6 ~ 9 years ago (2)

○ 3 ~ 5 years ago (3)

○ recent 2 years (4)

○ NA (5)

Page Break

Do you know phishing attacks?

○ Yes (35)

○ No (36)

Did you receive phishing emails/ text messages/ calls before?

○ Yes (32)

○ No (33)

○ NA (34)

Do you know you can report phishing attacks to somewhere?

○ Yes (1)

○ No (2)

○ NA (3)

Do you know where to report phishing attacks?

○ Yes (1)

○ No (2)

○ NA (3)

Did you report phishing attacks before?

○ Yes (1)

○ No (2)

○ NA (3)

Where did you report the phishing attack? (Please select all correct answers)

☐ Government agency (e.g., FTC, IC3) (1)

☐ 3rd party organization (e.g., APWG, PhishTank) (2)

☐ Impersonated company (3)

☐ The company you are working for (4)

☐ Others (5)

Please enter which "Others" channels you reported the phishing attack before?

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Any comments?

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Please enter your WorkerID in MTurk

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