Interview - Teilnehmer 10:

- Bevor das Interview beginnt, wird der Teilnehmer über die Studie debriefed und es werden nochmal alle Warnungen durchgezeigt.
- I: How did you perceive the warnings when you first saw them? Did they immediately stand out to you?
- B: Yes, especially links usually don't stand out on their own, so I typically look at the address they come from. In this case, the emails looked trustworthy, so I had to rely solely on the warnings.
- I: Were there any elements in the warnings that particularly stood out?
- B: Yes, specifically the warnings about the wording. Phishing emails often have slightly different wording, so that's a part I take very seriously, along with the links, because they can be indicators of spoofing attacks.
- I: It sounds like the warnings play a significant role in your decision-making. Can you discuss the effectiveness of each warning?
- B: The most effective aspect of the warnings is how they visually pop up. Before even reading the content, it makes me cautious. For example, the signature and the content itself make me more inclined to view it as a phishing attack. I prefer warnings that show immediately when I open the email, rather than those that require me to hover over them.
- 9 I: Could you rank the effectiveness of the warnings?
- B: The best ones prevent me from clicking on the link right away. These provide more information and reassurance about authenticity, which I find very helpful. Generally I find those ones with more information and comparison very good.
- I: What do you think about clickable buttons in the warnings? Are they helpful?
- B: The clickable ones make sense because they provide additional information and enhance the feeling of authenticity.
- I: Regarding the design of the warnings, do animations or colors impact your perception?
- B: Definitely. The color red stands out against a white background, which helps. If the warnings were green, they might look like any other pop-up feature, so the color plays a major role.
- 15 I: Any suggestions for improvements
- B: Perhaps making links unclickable could be better. Also faster animations would be more preferable.
- I: Were there any new pieces of information in the warnings that caught your attention?
- B: The greetings in the emails stood out because I don't usually pay attention to them, assuming they vary with each sender. Learning that companies often use the same type of greeting was insightful.
- I: How do you handle emails when you suspect phishing, but your email client hasn't flagged them as such?
 - B: If it's not flagged, but I'm suspicious, I'll check if I recognize the

- ..Positive
- ..Impact of Animations
- ..Potential Improvements
 - ..Positive
 - ..Positive







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sender. If not, I'll go directly to the relevant website instead of clicking any links, or I'll delete the email and mark it as spam.