

# 2013-09-03 \*\*\*BULK\*\*\* FW: Pending consumer complaint

This is a phishing attempt first reported to CSULB ITS on **September 3, 2013**.

## Email Detail

**From:** Ana Prieto [mailto:aprieto@mines.edu]

**Sent:** Federal Trade Commission <complaints@ftc.gov>

**Subject:** \*\*BULK\*\* FW: Pending consumer complaint

## Summary

Email requesting recipient to download a zip file by clicking on a link which likely has malware installed.

## Intent of the Email

The sender is maliciously intending to install malware on your computer.

## Screenshot

**Resent-From:** <[nbamard@ccpe.csulb.edu](mailto:nbamard@ccpe.csulb.edu)>  
**From:** Federal Trade Commission <[complaints@ftc.gov](mailto:complaints@ftc.gov)>  
**Date:** September 3, 2013 8:02:16 AM PDT  
**To:** <[nbamard@ccpe.csulb.edu](mailto:nbamard@ccpe.csulb.edu)>  
**Subject:** \*\*\*BULK\*\*\* FW: Pending consumer complaint  
**Reply-To:** <[complaints@ftc.gov](mailto:complaints@ftc.gov)>



**FEDERAL TRADE COMMISSION**  
*PROTECTING AMERICA'S CONSUMERS*

## NOTIFICATION OF A CONSUMER COMPLAINT

You are receiving this document because a third party has filed a complaint about your business and believes you have contravened the Consumer Credit Protection Act (CCPA). At this time, the Federal Trade Commission has initiated a formal investigation into this complaint.

It is FTC policy that consumers who have a complaint write a letter to the business to see if they can resolve the problem.

A letter from your customer, including the complaint, can be downloaded from :

[https://ftc.gov/ftc/complaints/download.aspx?complaint\\_id=28710](https://ftc.gov/ftc/complaints/download.aspx?complaint_id=28710)

Please take a moment to consider the details of the enclosed letter. You may also wish to review your obligations under the Consumer Credit Protection Act (CCPA).

Your efforts to resolve the matter described may avoid the need for the FTC to become involved.

Where a FTC investigation finds a violation of the CCPA has occurred, charges may be laid. Successful prosecution under the CCPA may result in fines of up to \$50,000 for an individual or imprisonment for a term not more than two years, and, if convicted a corporation may be liable to a fine not more than \$250,000.

You are welcome to contact us regarding this matter using the following form :

<http://ftc.gov/ftc/contact.shtm>

Under the CCPA, the FTC is required to post information about businesses who fail to respond to consumer complaints.

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(202) 326-2222  
[www.ftc.gov](http://www.ftc.gov)

Figure 1: Screenshot of the phishing email

**View all Phishing Reports:**

All Phishing Reports