

DELAWARE DEPARTMENT OF TECHNOLOGY & INFORMATION



DTI eSecurity News — Holiday Shopping Edition

Tis the Season to Be Safe

Tis the Season to be Cautious...

The holiday season is close upon us and soon millions of people around world will be looking to buy the perfect gift. Many of us will choose to shop online in search of a great deal or to avoid long lines and crowds.

Unfortunately, this is also the time unscrupulous websites may attempt to scam you by selling counterfeit products, stealing your credit card information or failing to deliver anything. In this newsletter you will find information on some of the dangers of shopping online and ways to protect yourself.

Fake Online Stores

A scammer can easily set up a website that appears to be a legitimate store by simply copying the look of well known stores. Once these fake websites are online, scammers prey on people who are looking for the lowest price possible. Shoppers often start by searching on Google or Bing for products they'd like to buy, and then add words such as "cheapest" or "lowest price." In return, the search engine will return many websites selling the item. Some of these websites may be fake.

When selecting a website to purchase your desired item, be wary of online stores offering a price that is dramatically cheaper than anyone else. The reason they may be so cheap is because you are unwittingly purchasing a counterfeit or stolen item, and you may never receive anything at all.

Indicators of fraudulent websites include:

- ◆ There is no phone number to call for sales or support related questions.
- ◆ The website domain name is different than the domain name it uses for email addresses or other contact information.
- ◆ The website uses poor grammar or spelling.

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NEW HIGH TECH CREDIT CARDS

Chip-enabled credit cards will now become the standard for consumers and business owners. Banks and credit companies have been sending consumers new cards, which look like their old cards but are fitted with a small metallic high-tech chip known as EMV, which stands for Europay, MasterCard, Visa. The chip's goal: keep thieves from easily accessing consumers' personal information.



Safe Online Shopping

Before you start holiday shopping, take a look at these tips from [StaySafeOnline.org](#):

- ❑ **Keep a Clean Machine** - All devices used for shopping should have up-to-date software, security, operating systems, programs and apps.
- ❑ **When in Doubt, Throw it Out** - Links in online advertising, emails, Tweets and posts are ways cybercriminals compromise your information. If it looks suspicious, delete or mark as junk email.
- ❑ **Be Savvy about Wi-Fi Hotspots** - Sure it might be nice to shop online while sipping a beverage in your favorite coffee shop, but unsecured Wi-Fi networks, those that don't require a password, can be cybercriminals' easiest way for capturing your personal and financial information.
- ❑ **Make Sure the Site is Legitimate** - This includes a closed padlock on your web browser's address bar and a URL address that begins with "https".
- ❑ **Use Safe Payment Options** - Credit cards are generally the best option because they help buyers seek a credit from the issuer if the product isn't delivered or isn't what was ordered. Contact your credit card company to learn the monetary limit you are responsible for paying in the event of identity theft.

Questions or comments?

Email us at eSecurity@state.de.us

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