BURR & FORMAN

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Email: Treating Your Inbox Like a Minefield

“Your cybersecurity is only as good as your most tired employee looking at their email at 6 am on a Monday morning prior to their first cup of coffee!”

How do you approach looking at your email inbox?

A CyberSecure Approach:

Treat your inbox like a minefield!

One wrong click and everything goes boom!

What are we seeing?

95% of the attacks we see right now originate with the inbox!

Business Email Compromise | Credential Harvesting | Malware Payload Delivery
ACH Routing Fraud | Routing Number Fraud | Spoofing | Typosquatting
Social Engineering | Gift Card Fraud | Email Address Harvesting

Two Recent Incidents

A Law Firm

- Lawyer's Microsoft 365 account was compromised
- Password compromised.
  MFA prompt accepted
- **IMPACT:** All emails in lawyer's mailboxes and all files in OneDrive/Sharepoint had to be treated as compromised! Client trust eroded. Notifications required.

A Real Estate Company

- Hackers compromised retired bookkeeper's account
- Password compromised.
  MFA prompt accepted
- **IMPACT:** 5/9 bank accounts compromised. A big mess. Almost lost $100k or much, much, more. Hackers fumbled. Legal and Cybersecurity fees.

How can you better secure your inboxes and data?

Semantics or a Mindset?

SPAM

- Nuisance, but harmless
- Impacts efficiency, but not security
- Delete it, unsubscribe, block it. Don’t need to report it.

- **IMPORTANT:** Some phishing can be disguised as SPAM.

PHISHING

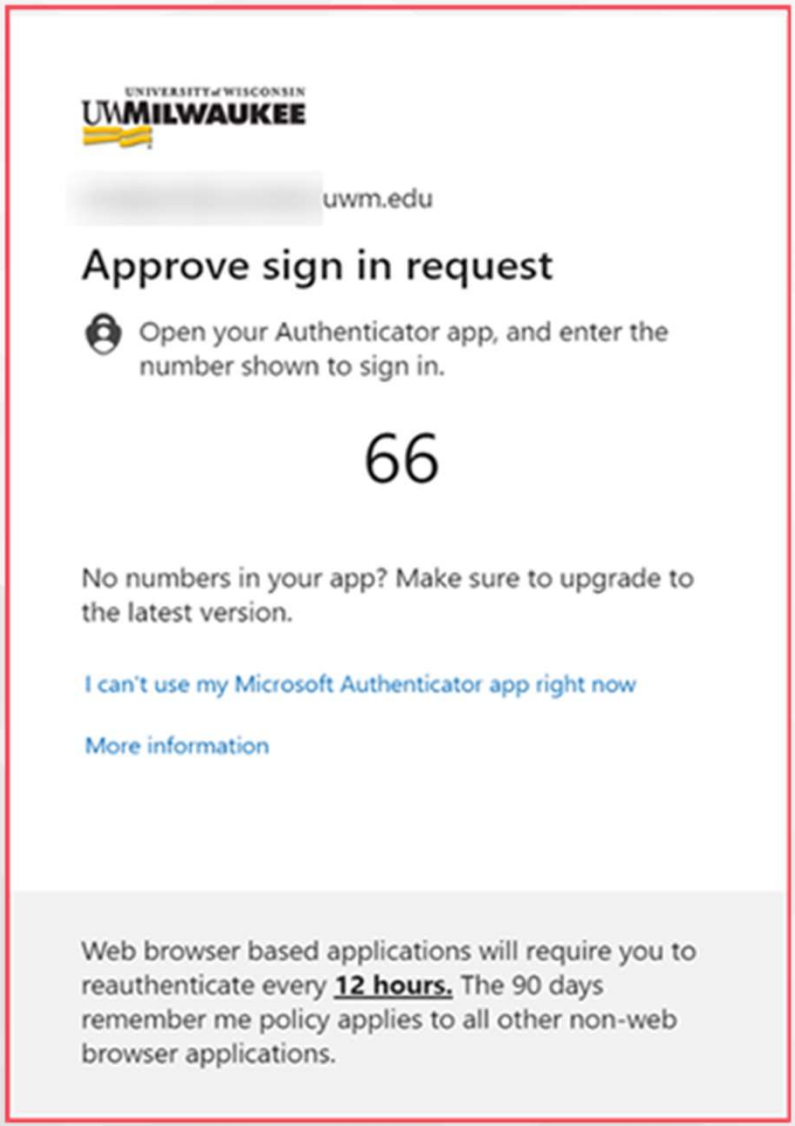
- Malicious, treat as an attack
- Impact can be as big as ransomware
- Always report it. We will investigate and block it.

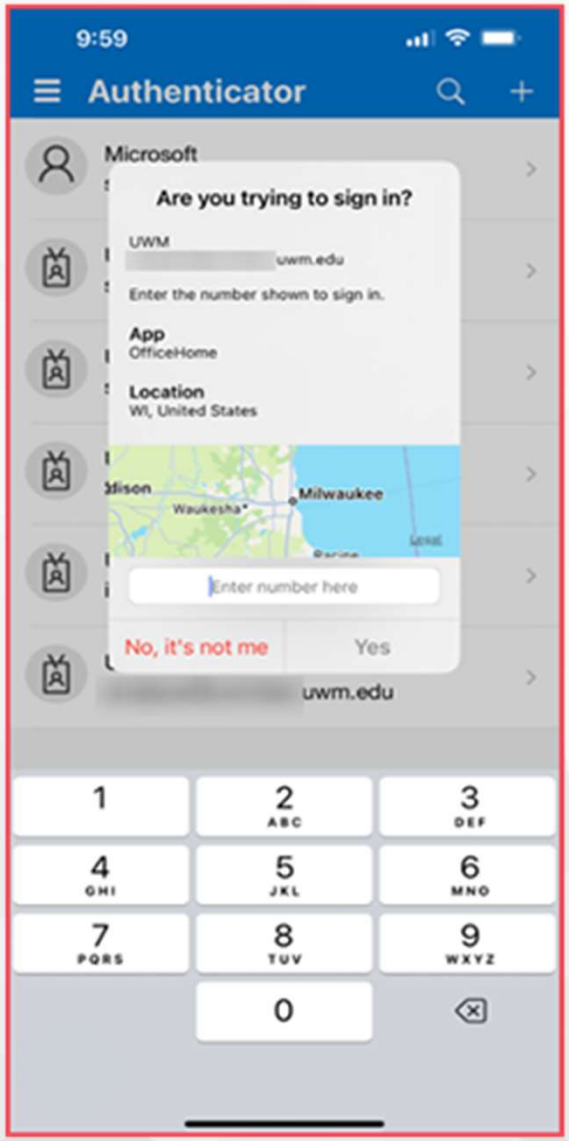
- **IMPORTANT:** If ever in doubt, treat it as PHISHING.

Recognize that every layer of protection around your inbox is important!

- 12+ Character Passphrases
- Multifactor Authentication (MFA)
- Geofencing (no log ins from foreign IPS)
- Spam/Phishing filtering tools
- You! Take your Security Awareness Training seriously!

Treat MFA as an ALERT, not just a prompt.





Practice good inbox and data hygiene. What are you leaving around for hackers to find?

- Once in an account, a hacker will often sit there, read, learn, exfiltrate and choose the best opportunity to execute an attack. What will they have access to?
- Clean up old emails. Use archiving tools. Save necessary emails as files in a sensitive repository.
- Follow your firm's data retention policy without exception.

“A Law.com investigation finds that law firms are falling victim to data breaches at an alarming rate, exposing sensitive client and attorney information. These incidents—most unpublicized before now—may just be the tip of the iceberg.”

What information in your email makes the incident reportable?

- Personal Identifiable Information
- Protected Health Information
- Financial Information
- Client Information

What determines if an incident must be reported?

- State Data Breach Notification Laws
- Federal Laws – HIPAA, GLBA, SEC, etc.
- Industry Regulations
- Ethics Rules

What does the ABA say?

Model Rule Application

- **1.1 - Competence**
- **1.4 - Communication**
- **1.6 - Confidentiality of information**
- **5.1, 5.2 & 5.3 - Supervision**
- **1.15 - Safeguarding property**

In Short – according to the ABA…

Attorneys have a duty to communicate with current clients concerning a data breach.

Three Big Email Don’ts!

Don’t click hyperlinks

Don’t open attachments

Never enter credentials from a hyperlink or attachment in an email.

CULTURE: If you mess up, ‘fess up!

The sooner your team hears about it, the quicker they can fix it and the less time you give a hacker to abuse it.

Three Big Email Do's!

- ✓ Phones: Use the Outlook app for business email. Create dichotomoy between business and personal.
- ✓ Don't just delete it, report it. Use the tools you have.
- ✓ Trust your instincts. If it seems phishy, treat it as phishing. Always verify.

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QUESTIONS?

Please feel free to reach out to me with any additional questions. We are ready to help!

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