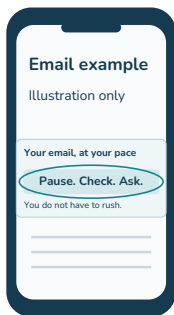


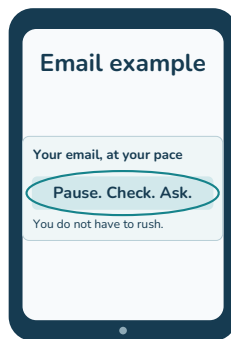


Unwanted Email: Stay Safe

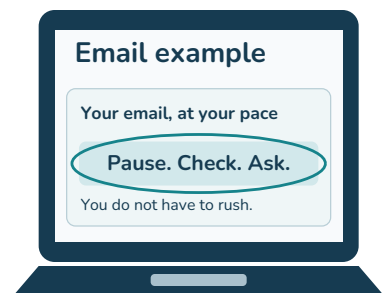
For phones, tablets, and computers



Phone



Tablet



Laptop

Reduce unwanted mail. Recognize suspicious messages.
Know what to do if you clicked, tapped, or shared details.

12 illustrated steps - take them at your own pace.

Pause and ask for help whenever you need it.

General advice for any email service.

Exact buttons vary by app. Illustrations are fictional.

Unwanted Email: Stay Safe

For phones, tablets, and computers

Recognize suspicious messages

1. Pause before you act.

Step 1 of 12

Unexpected email? Take your time.
Urgency is a warning sign.

Next: Leave suspicious links alone.

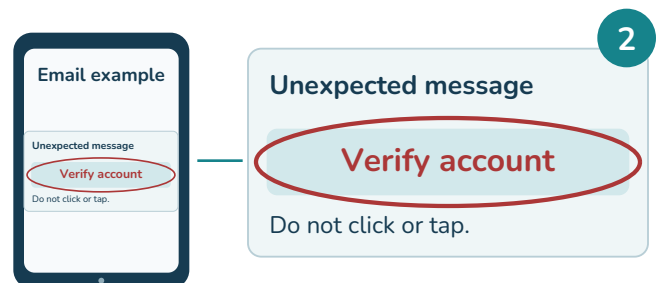


2. Leave suspicious links alone.

Step 2 of 12

Do not click or tap links or
open suspicious attachments.

Next: Do not reply to the sender.



3. Do not reply.

Step 3 of 12

Keep passwords, sign-in codes,
and payment details private.

Next: Check through a trusted route.





Unwanted Email: Stay Safe

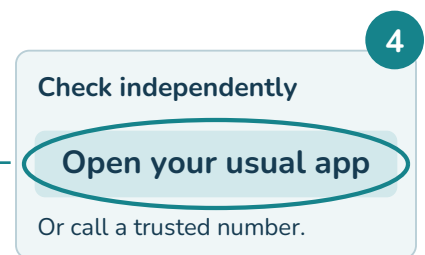
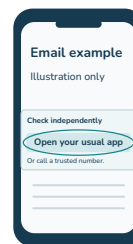
For phones, tablets, and computers

Check safely and reduce spam

4. Check through a trusted route.

Step 4 of 12

Open the company app yourself,
or call a number you know.

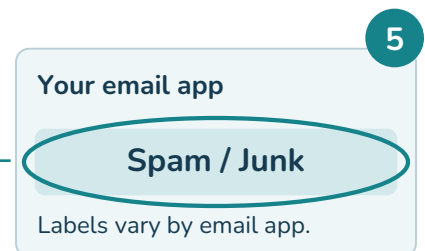
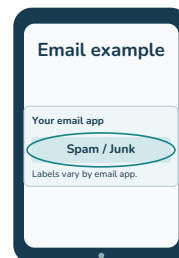


Next: Report unwanted email.

5. Report spam or junk.

Step 5 of 12

Use your email app to mark
unwanted mail as Spam or Junk.



Next: Handle newsletters safely.

6. Unsubscribe only when trusted.

Step 6 of 12

For a newsletter you recognize,
use your app's unsubscribe option.
Avoid it in suspicious messages.



Next: Block repeat unwanted senders.



Unwanted Email: Stay Safe

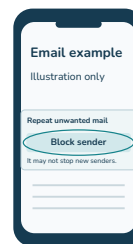
For phones, tablets, and computers

Reduce unwanted mail

7. Block repeat unwanted senders.

Step 7 of 12

Use your app's Block option
for repeat unwanted senders.

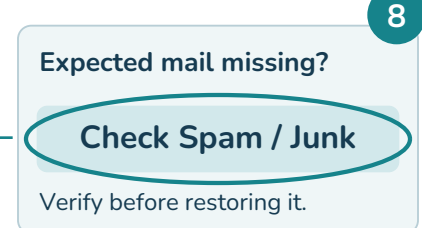
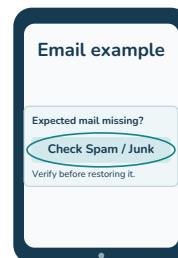


Next: Check for missing real mail.

8. Check Spam or Junk sometimes.

Step 8 of 12

Look there for mail you expected.
Verify it before marking Not spam
or Not junk.

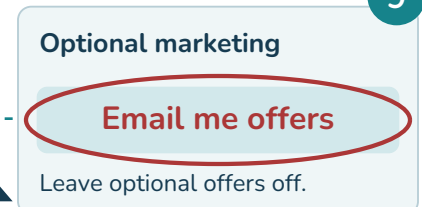
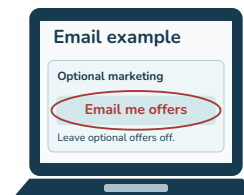


Next: Reduce extra marketing mail.

9. Limit marketing sign-ups.

Step 9 of 12

Decline optional marketing emails
when sharing your email address.



Next page: If you clicked or tapped.



Unwanted Email: Stay Safe

For phones, tablets, and computers

If you already clicked, tapped, or shared information

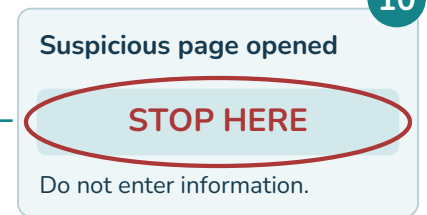
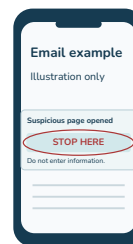
10. If you clicked or tapped, stop.

Step 10 of 12

Close the suspicious page.

Ask a trusted person for help.

Shared a password? Follow Step 11.



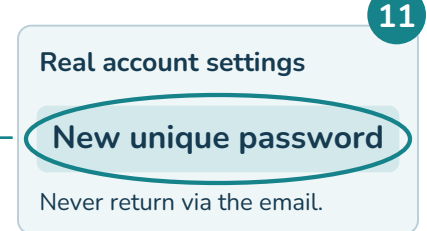
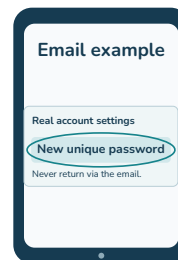
11. Change a shared password.

Step 11 of 12

If you gave it away, change it
through the real app or website.

Get help if you cannot sign in.

Money or bank details? Step 12.



12. Contact your bank promptly.

Step 12 of 12

If you sent money or shared bank
details, call your bank using
the number on your bank card.

Need help? Call (301) 300-1716.

