SEC Hozo Security

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Policy: Phishing and Social Engineering

NB Reviewed quarterly, last reviewed 2 weeks ago by **Nashoba Bilagody, Security**

> Phishing attempts often look urgent and come from a familiar-looking name. If a message pressures you to act fast, that is a signal to slow down.

Everyone at Hozo is a target, not just IT and Finance. This policy covers what to look for and exactly what to do if you spot a suspicious message.

What to look for

- ⚠ Urgency language: "act now," "your account will be locked," "final notice"
- ⚠ A sender name that looks right but the actual email address does not match
- ⚠ Requests to buy gift cards, wire funds, or share credentials over email or chat
- ⚠ Links where the visible text does not match where it actually points
- ⚠ Unexpected attachments, especially invoices, shipping labels, or shared documents

Example

From **IT Helpdesk <it-support@hozo-secure-login.com>** domain mismatch
To you@hozo.com
Subject **Action required: password expires today** urgency

Your Hozo account password expires in 2 hours. To avoid losing access, verify your credentials immediately using the secure link below.

Verify My Account

What to do

1. Do not click the link or download the attachment
2. Forward the message to security@company.com
3. Report it using the "Report Phishing" button in your email client

> Reported a false alarm? No penalty, we would always rather you flag it than let a real one through.

If you already clicked something

YOU DID THIS	DO THIS NEXT
Clicked a link but did not enter credentials	Report it, then run a device scan from the Security Tools page
Entered your Hozo password	Change your password immediately and report it, do not wait
Downloaded and opened an attachment	Disconnect from Wi-Fi, contact security@company.com directly, do not use the device until cleared

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