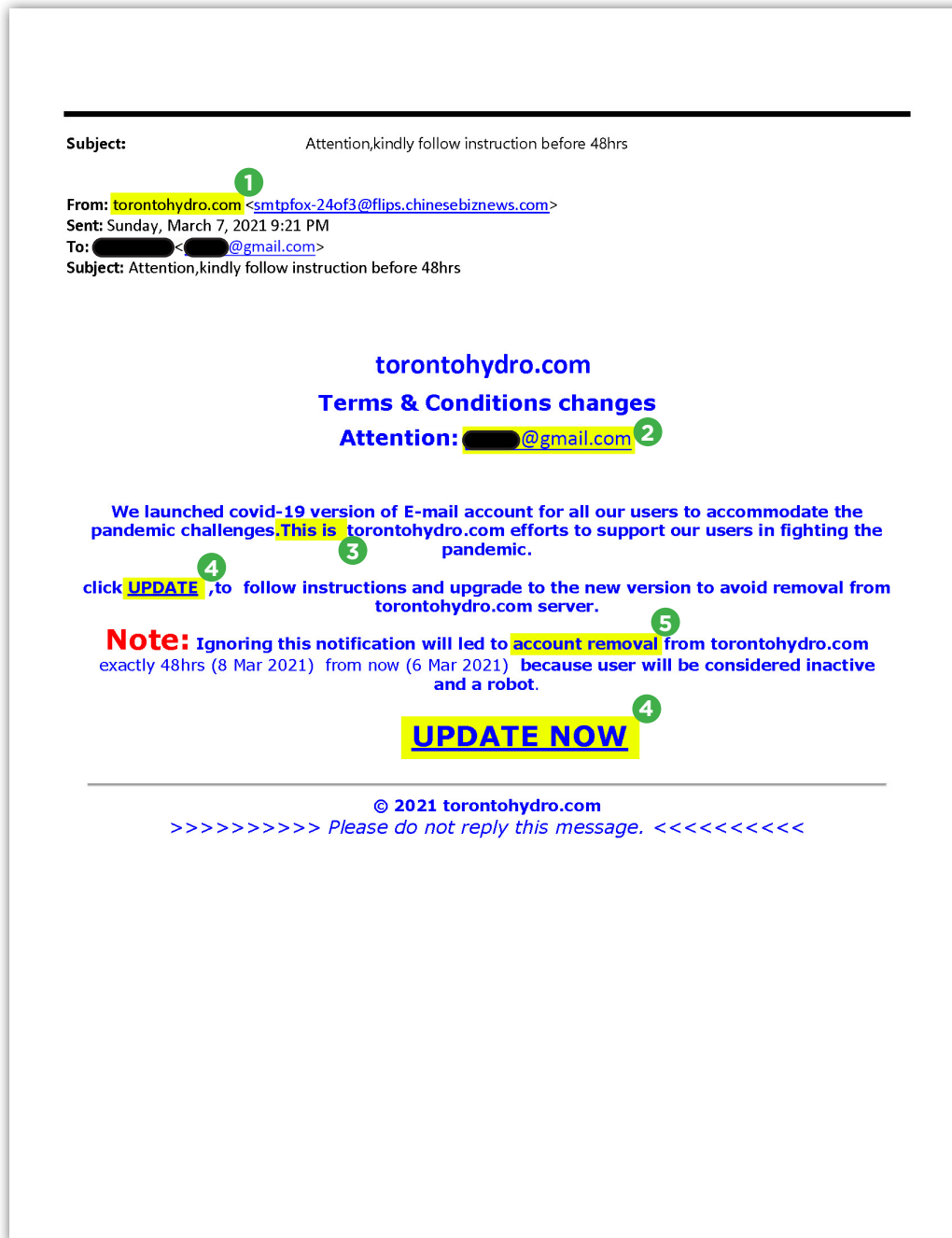


Fraudulent Email Identification



Did you get an email that you're questioning? Does it look fishy but you're not sure? Here's a sample of a fraud email with some warning signs.



1. Fake email address

The scammer makes the email appear as though it came from Toronto Hydro, but the email address itself is completely different.

2. Attempted personalization

The recipient's email address appears in the body of the email to make the notice appear personal and legitimate.

3. Spelling and grammar

The fake email contains misspelled words and grammatical errors that make it difficult to read.

4. Links

Don't click on links. To verify a hyperlink without clicking it, hover over it with your mouse. Carefully check if it's accurate.

5. False threats

The scammer attempts to cause a false sense of urgency through threats such as account closure or disconnection.