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# DOCOMO PACIFIC gives insight on how to stay safe online

Tamuning, Guam (May 12, 2020) – DOCOMO PACIFIC, regional leader in innovation, telecommunications, & entertainment, gives insight on how to stay safe online against cyberthreats.

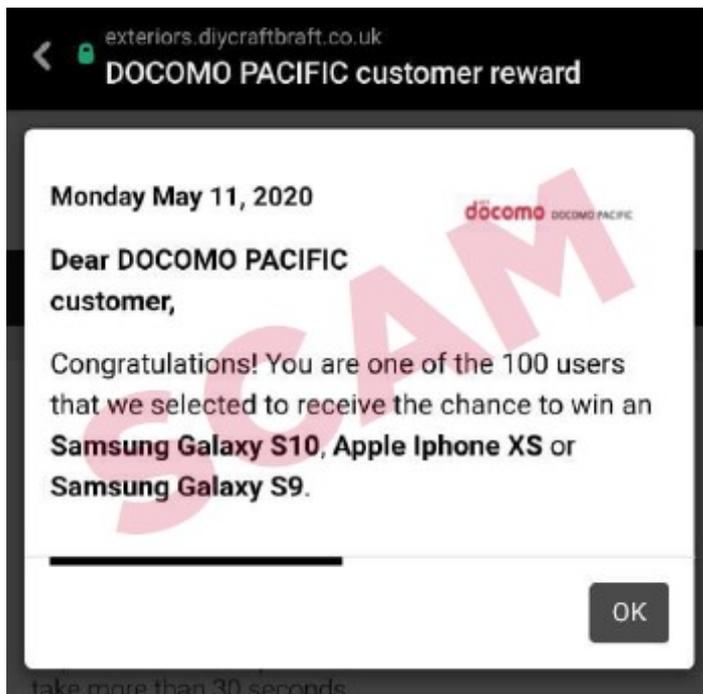
Scammers are taking advantage of the fear and economic hardships caused by COVID-19. With cyberthreats on the rise, we take the responsibility of providing our customers with the information and tools they need to protect themselves online and over the phone. Below are general safety tips against cyberthreats, such as phishing emails and suspicious phone calls.

## Phishing Emails:

Phishing is a technique used to obtain sensitive information, such as passwords and credit card information. Scammers and hackers phish victims by claiming to be a legitimate person, company, or government agency. Below are two current phishing attempts related to fraudulent online surveys and Zoom video-conferencing:

### **a. DOCOMO PACIFIC fraudulent online surveys:**

Recently, customers have received fraudulent emails claiming to be from DOCOMO PACIFIC. The fake emails appeared to customers as a giveaway for new Samsung and Apple products in exchange for participating in an online survey (see picture below). Although you may receive genuine email surveys and promotions from DOCOMO PACIFIC, we will never ask for your personal information. Always call 688-CARE directly for promotion confirmation.

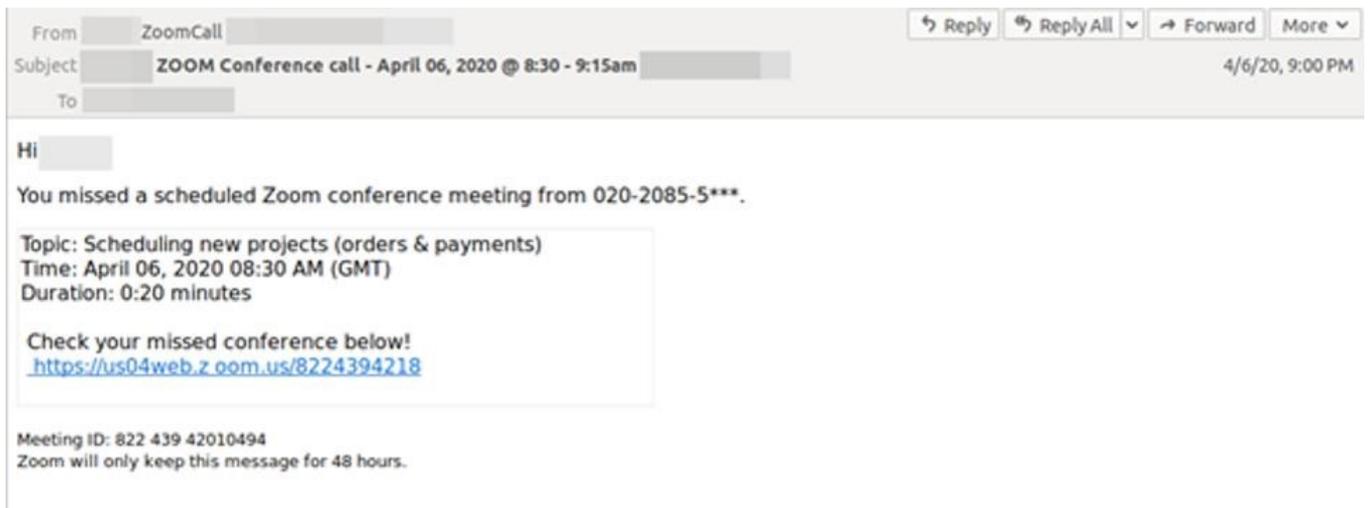


#### **b. Zoom Video-Conferencing:**

Due to the Governor's Executive Order, many organizations have adopted a work-from-home policy and rely on video conferencing for meetings and working collaboratively. 'Zoom' is currently the most widely used video-conferencing app and is a big target for cyberthreats. According to Forbes.com, there are two known Zoom phishing emails to look out for.

The first includes a welcome message to new users, encouraging them to activate their account by clicking a fraudulent link.

The second informs the user of a fake missed conference call and provides a link to view details of the meeting (example of email is provided below).



Here are a few tips to protect yourself from phishing emails:

1. Do not click on links in an email, as it might direct you to a fraudulent website. Instead, type in the website's URL into your browser or use bookmarks/favorites.
2. If you have the slightest doubt of an email, do not risk it. Always reject and delete emails or news that requests for confidential information.
3. Monitor your bank account statements regularly, and your credit report at least once a year for any unusual activity.
4. Get an anti-virus protection software. DOCOMO PACIFIC's Whole Home Wifi powered by Plume®, features AI security that keeps you safe from cyberthreats by instantly blocking ads, malware, and phishing emails. &nbsp;For more information, you can call 688-CARE to learn more.

## Suspicious Phone Calls:

According to the Federal Communications Commission, “There are reports of bogus calls from scammers offering free home COVID-19 test kits, promoting bogus cures, and selling health insurance”. With the announcement of the economic stimulus checks, scammers are posing as your financial institution and aiming to collect your personal information and money.

Here are a few tips to protect yourself from phone scams:

1. Do not respond to calls or texts from unknown numbers, or any others that appear suspicious.
2. Never share your personal or financial information via email, text message, or over the phone.
3. Remember that government agencies will never call you for personal information.

### **How to report:**

You can help to fight against the rise of scams and the growing COVID-19 cyber threats. Remember, if you **SEE** something, **SAY** something.

If you think you have information about suspicious activity, or believe you have been a victim of phishing, scams, or fraud involving COVID-19, please report it:

1. If it is a cyber scam, you may submit your complaint to the Internet Crime Complaint Center at [ic3.gov](https://ic3.gov)
2. Contact the National Center for Disaster Fraud Hotline at 866-720-5721 or via email at [disaster@leo.gov](mailto:disaster@leo.gov)
3. Submit a tip to the FBI online at [tips.fbi.gov](https://tips.fbi.gov)

### **About DOCOMO PACIFIC**

DOCOMO PACIFIC is a wholly owned subsidiary of NTT DOCOMO, Japan's leading mobile operator. Headquartered in Tamuning, Guam, DOCOMO PACIFIC is the largest provider of personal, residential, enterprise connectivity and entertainment services in Guam and the Northern Mariana Islands. As the 4-time winner of Pika's Best of Guam, 3-time winner of Best of The Pacific, DOCOMO PACIFIC is dedicated to bringing you and your family closer to the things that matter most. Get to know more about what makes us "Better Together" at [www.docomopacific.com](https://www.docomopacific.com).

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#### ABOUT BETTER TOGETHER

DOCOMO PACIFIC provides TV, Online, Mobile, Phone, and Enterprise Solutions in Guam and the Marianas. The company employs 640 associates and serves customers through retail outlets located in Agana Shopping Center, Andersen Air Force Base Exchange, Dededo Mall, Guam Premier Outlets, Micronesia Mall, Tamuning HQ, Gualo Rai, Saipan, Tinian and Rota.

DOCOMO PACIFIC is a subsidiary of NTT DOCOMO, which provides service to over 70 million mobile customers in Japan. Outside of Japan, NTT DOCOMO contributes to the global standardization of all-new mobile technologies and lends their technical and operational support to seven mobile phone operators and partner companies.

For more information, please visit [www.docomopacific.com](http://www.docomopacific.com)

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