February 9, 2022

**LIMITING VULNERABILITY TO POTENTIALLY HARMFUL EMAIL WITHING FREE CLINICS OF MICHIGAN**

Recently a common phishing email scam has been used within Free Clinics of Michigan (FCOM) contact list. A sender claims to be an FCOM member using a recognizable name from your address book or using the “fcomi.org” address requesting a favor, to purchase gift cards or send them money. DO NOT COMPLY. This type of attack is focused on human vulnerabilities (social engineering), which cannot be dealt with using technology.

Report this type of activity to your organization, (security, IT department, tech support) and follow their instructions for dealing with questionable requests.

**For FCOM related requests we recommend the following protocols:**

**If contacted by EMAIL**:

* Do not reply, click any links, or take any action on the senders request.
* Contact the sender by phone to confirm the request is legitimate.
* If the request is NOT legitimate, forward the email to both Ryan Meray (tech support) at [ryan@ctechsinc.com](mailto:ryan@ctechsinc.com) and to Jeff Compagner, FCOM board secretary at [jcompagner@hfhclinic.org](mailto:jcompagner@hfhclinic.org).
* Flag illegitimate email as spam or junk, block sender, and empty folder.

**If contacted by** **PHONE**:

* Make note of who they are claiming to be
* Tell them you will be in touch after authentic verification of the request
* Hang up
* Document the phone number on caller ID
* Report with details to Jeff Compagner, FCOM board secretary at [jcompagner@hfhclinic.org](mailto:jcompagner@hfhclinic.org).

If you are verifying a request from FCOM you may call the office at (248) 635-8695 or Ann Heler, FCOM board president at (313) 520-2657.

**Additionally:**

* Assume any such requests are questionable unless proven otherwise and never give unverified parties any information. Always authenticate these kinds of requests.
* Review your organizational policies for disbursement of funds, purchase approvals, or dissemination of sensitive information. Each should require a 2-step verification to ensure they are authentic.