



UPS/FedEx Delivery Failure E-mail Phishing Scam (12/2009) – *(alert from www.snopes.com)* Scammers send you an e-mail allegedly from UPS or Fed Ex. The e-mail will include a package number and state that UPS or Fed Ex was unable to deliver a package sent to you on such-and-such a date. The e-mail then asks you to click on a web link or open an attached document and print out the package invoice. When you click on the web link or open the attached document, a malicious computer virus is released and installed onto your computer. Before you do anything, contact UPS or Fed Ex directly to confirm and verify the facts and circumstances contained in the e-mail. Remember the following preventative tips to reduce the risk of becoming a victim of internet phishing scams:

- Do not open or respond to unsolicited e-mail messages.
- Do not click on or use web links embedded in e-mails from unknown senders.
- Do not open attached documents in e-mails from unknown senders.
- Use caution when entering personal information online.
- Update anti-virus, spyware, firewall, and anti-spam software regularly.

Two example UPS/Fed Ex scam e-mails actually sent to and received by Elder Consumer Protection Program's personnel:



Real Example UPS/Fed Ex Scam E-mail #1

From: [REDACTED]
Subject: Good day !!!
To: [REDACTED]
Date: Monday, February 1, 2010, 2:21 AM

Good day,

My name is Marry Williamson George, the next of kin to my husband who died 2 months ago. I am very sorry for the delay in contacting you, i have not been available for sometime now due the burial activities of my husband.

I received a call from Mr Odeh Bennet of FedEx Shipping Agency Nigeria 2 days ago informing me that the parcel sent to you by my husband had not been delivered, because your delivery address was invalid. Therefore the parcel has been in their vault for about 2 months and a week now and it has incurred a demurrage fee of \$284 USD which must be cleared before delivery.

I was never aware that my husband sent anyone a parcel. So I had to go through some of his personal belongings to ascertain if this claim by FedEx Nigeria was genuine. I finally discovered from his personal diary that a Parcel was sent on the 19th of November, 2009 containing an ATM MASTER CARD worth \$125,000 USD packaged inside a Diary so that no one would notice the content. The parcel details as stated in his personal diary are; parcel Number (PNL0972-NG) and shipment code (FSAC/FRN/9856).

I also learnt that the initial delivery charges has been cleared by my husband, the only fee left Un-paid now is the Demurrage fee of \$284 USD only. I am financially handicapped to foot this bill at the moment. So you would have to pay FedEx this fee for your parcel delivery to commence.

Note that, you are to quote the parcel Number (PNL0972-NG) and shipment code (FSAC/FRN/9856) when contacting Mr Odeh Bennet the Senior Clearance Officer of FedEx Nigeria to enable him initiate the process of a new delivery.

Contact : Mr.Odeh Bennet
{Senior Clearance Officer }
E-mail: [REDACTED]
Tel: +234703304007

Regards,
Marry Williamson George.

Real Example UPS/Fed Ex Scam E-mail #2

From: [REDACTED]
Subject: I am very sorry for the delay in contacting you
To: [REDACTED]
Date: Sunday, January 31, 2010, 3:38 PM

Good day,

My name is Bosse George, the next of kin to my husband who died 2 months ago. I am very sorry for the delay in contacting you, i have not been available for sometime now due the burial activities of my husband.

I received a call from Mr Odeh Bennet of FedEx Shipping Agency Nigeria 2 days ago informing me that the parcel sent to you by my husband had not been delivered, because your delivery address was invalid. Therefore the parcel has been in their vault for about 2 months and a week now and it has incurred a demurrage fee of \$284 USD which must be cleared before delivery.

I was never aware that my husband sent anyone a parcel. So I had to go through some of his personal belongings to ascertain if this claim by FedEx Nigeria was genuine. I finally discovered from his personal diary that a Parcel was sent on the 19th of November, 2009 containing an ATM MASTER CARD worth \$125,000 USD packaged inside a Diary so that no one would notice the content. The parcel details as stated in his personal diary are; parcel Number (PNL0972-NG) and shipment code (FSAC/FRN/9856).

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Contact : Mr.Odeh Bennet
{Senior Clearance Officer }
E-mail: [REDACTED]
Tel: +234703304007

Regards,
Bosse George.