Fraudulent E-mail

Through the use of fraudulent emails, Internet thieves attempt to spoof (fish for your confidential personal information).They want your account numbers, passwords, Social Security numbers, etc. They may ask you to click on a link which they provide in the email which will attempt to install software on your computer (commonly known as “spyware”) to capture your keystrokes so that the thieves may obtain confidential information like IDs and passwords.

Always keep in mind that InterStar Communications will not send you unsolicited emails with embedded links or pop-up windows that ask for confidential information. We will never ask you to provide any personal information or account information via our Web site or by email.

If you receive a suspicious request for confidential information that pretends to be from InterStar Communications do not respond to it and do not click on any links provided. Online thieves often direct you to fraudulent Web sites via email and pop-up windows and try to collect your personal information. Clicking on this link could load Spyware, viruses, and malware programs onto your computer without your knowledge.

If you provide the requested information, you may find yourself the victim of identity theft. InterStar Communications will not ask you to verify information this way. While some emails are easy to identify as fraudulent, other may appear to be from a legitimate address and trusted online source. However, you should not rely on the name or address in the “From” field, as this is easily altered.

With a few simple steps, you can help protect your account information from fake emails and Web sites.

> Delete suspicious emails without opening them. If you do open a suspicious email, do not open any attachments or click on any links it may contain.
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> Never provide sensitive account or personal information in response to an email. If you have entered personal information, contact us immediately.
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> Install and regularly update virus protection software.
>
> Keep your computer operating system and Web browser current.