

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



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FOR IMMEDIATE RELEASE

Scam Alert: Airline Phishing E-mail

Columbia SC... The SC Department of Consumer Affairs (SCDCA) warns consumers to be wary of fraudulent e-mails that appear to be from American Airlines. These 'phishing' e-mails use many different ploys to trick consumers into surrendering personal information or possibly subjecting their computers to a virus. E-mails SCDCA has received from consumers claim to have an e-ticket attached or that the consumer needs to change an account password.

American Airlines, like most businesses, will never ask a consumer to perform security-related changes to an account via e-mail or send e-mails to collect user names, passwords, email addresses or other personal information. When viewing these e-mails do not click on links in the message, do not copy and paste links out of the message and do not call phone numbers found in the e-mail.

If a fraudulent American Airlines e-mail is received, forward it to webmaster@aa.com so the company can investigate it further.

For more tips on how to guard against phishing, read our SCDCA Spotlight: Don't Get Hooked by Phishing Scams found at www.scconsumer.gov/publications/spotlight/Email_Scams_Phishing.pdf.

SCDCA aims to protect consumers from inequities in the marketplace through advocacy, complaint mediation, enforcement and education. To file a complaint or get information on consumer issues, visit

www.scconsumer.gov or call toll-free, 1.800.922.1594.