

# Fraudulent Emails That Made It Into Your Inbox in the Last 90 Days

## And Strategies to Combat

Presented by:

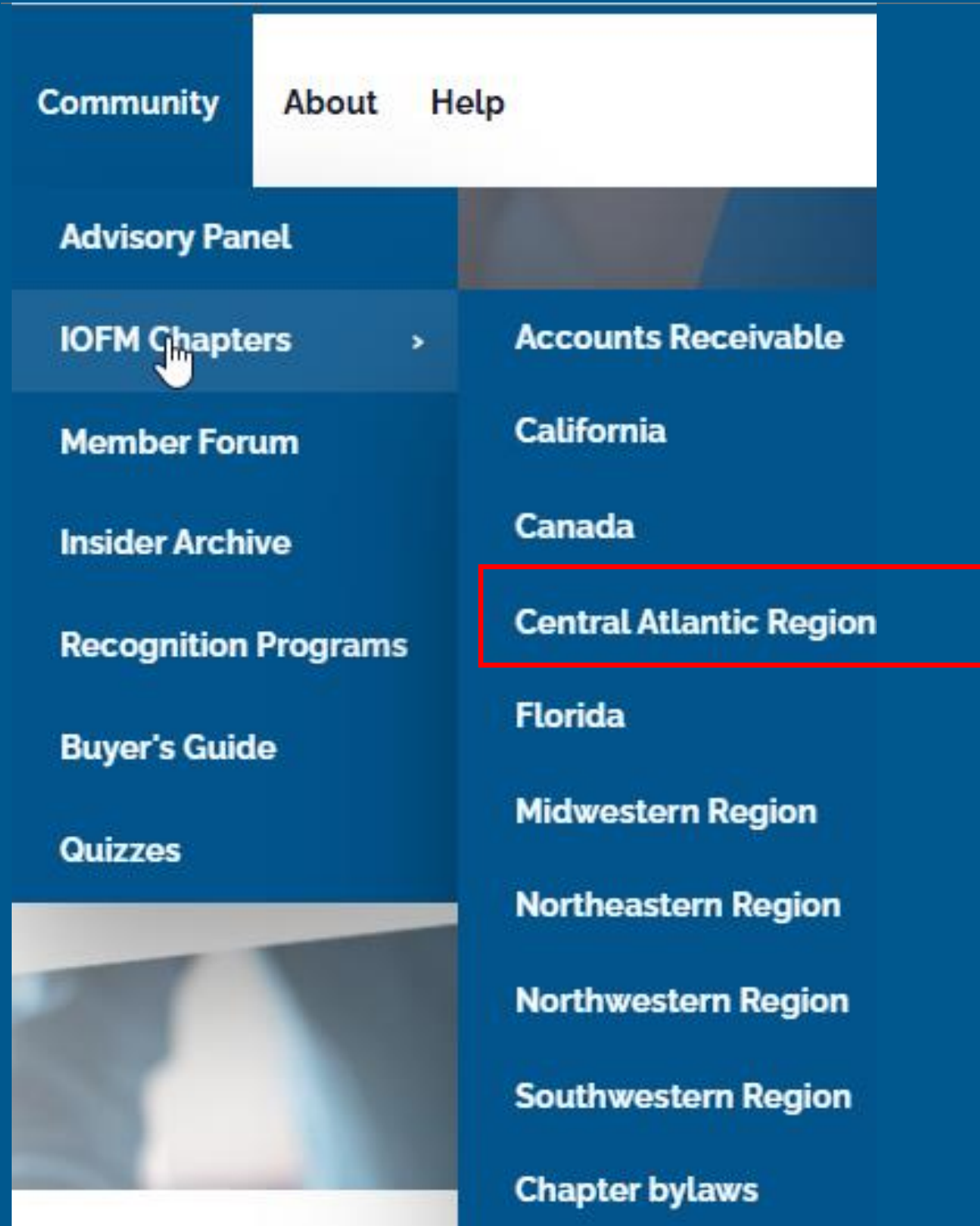
Debra R Richardson, MBA, CFE, APM, APPM, CPRS

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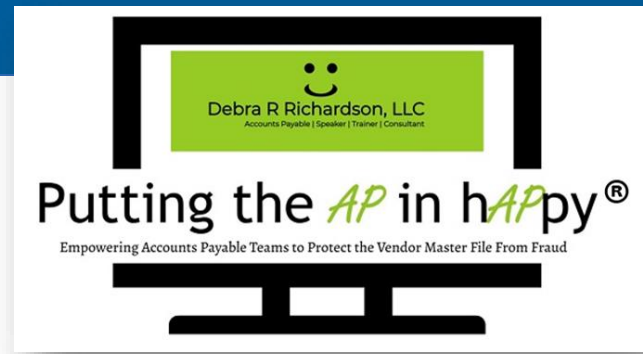
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# The Speaker

Debra R Richardson,  
MBA, CFE, APM,  
APPM, CPRS



An accounts payable speaker, consultant, and trainer with over 20 years of experience in AP, AR, general ledger, and financial reporting for Fortune 500 companies including Verizon, General Motors and Aramark.

For over a decade, I have focused on Accounts Payable including Global Vendor Maintenance for 140k+ active vendors across seven ERPs, managing a team processing over 2,000 vendor requests per month.

Now I work with AP teams to implement authentication techniques, internal controls and best practices to prevent fraud in the vendor master file.

I host a weekly podcast: “Putting the AP in hAPpy”.

Clean-Up Your Vendor Data  
Clean-Up Your Vendor Processes  
Pay the Right Vendor

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[training.debrarrichardson.com](http://training.debrarrichardson.com)

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# Agenda

## 1 Why It's Getting Harder to Not Pay a Fraudster

- The Problem with Email
- The Problem with the Confirmation Call
- The Problem with Remittance Validations
- Employee Behavior

## 2 Today's Fraud - Real Examples

- 'Ishing Scams & Malicious LLMs
- Business Email Compromise
- Check Payment Fraud
- Deepfake Images / Audio / Video

## 3 How to Combat

- Telltale Signs of Deepfake Fraud
- User Tools to Spot & Avoid Fraud
- 6 Step Process to Avoid Fraudulent Payments
- Recommended Ultimate Solution

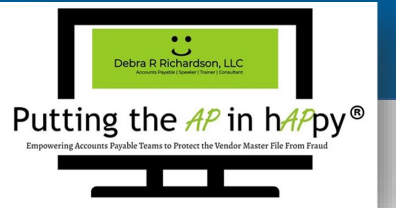
## 4 Three Actionable Takeaways



# Why It's Getting Harder to Not Pay a Fraudster

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# The Problem With Email

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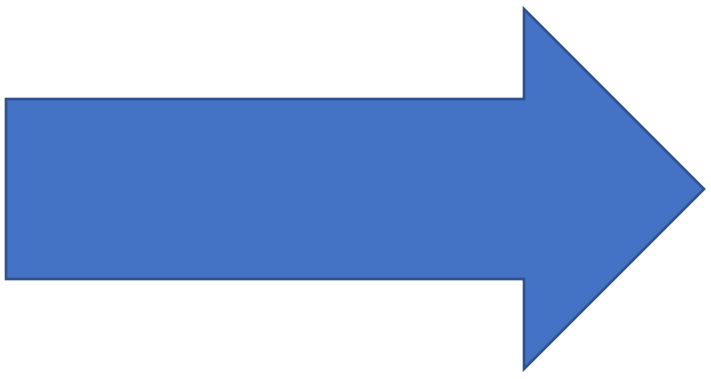
# The Trouble with Email

Real.Person@applei.com

Real.Person@apple.co

Real.Person@apple.com

Real.Person@apple.com

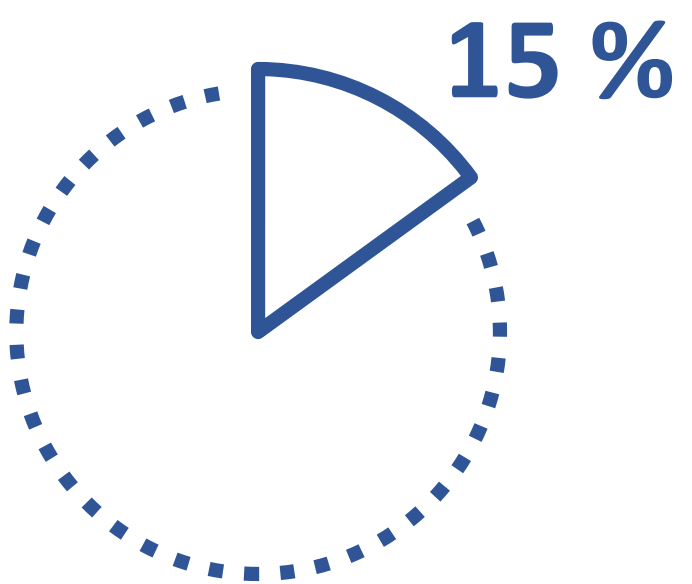


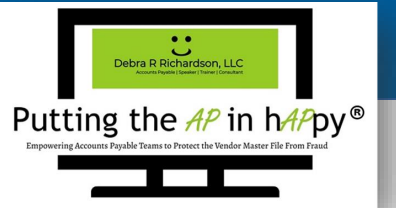
Real.Person@apple*i*.com

Real.Person@apple.*co*

Real.Person@apple*e*.com

Real.Person@apple.com





# The Problem With That Confirmation Call

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# The Trouble With That Confirmation Call

Vendors Don't Pickup

Time Zones/Busy/AP Doesn't Have the Right Contact

Confirmation is not Valid

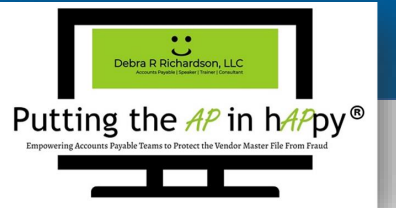


Using Contact Information in Email or Invoice / No Authentication / Fraudsters Changed Contact Information in Advance

Calls Not Being Done

Assumes Requestor is Authentic or Does Not Consistently Contact

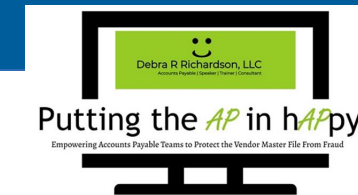
Confirmation Call is not a Silver Bullet



# The Problem Remittance Validations

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# Remittance Details Validation

## Electronic Payments

- Bank Account Ownership Validation
- Pre-Note / Micro Entries

## Check Payments

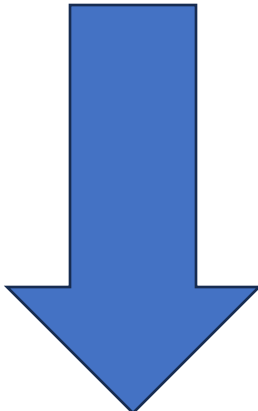
- Payee Positive Pay
- Reverse Positive Pay

## Daily Bank Reconciliation

## Why is Fraud Still Happening?

# How Fraudsters Pass Bank Account Ownership Validation

- Account Name
- Street Address, City, State, and Zip Code
- Bank Account Number
- Routing Number
- Tax Identification Number (TIN)



**New Bank Account**



Bank Account Ownership Validation is not a Silver Bullet

# How Fraudsters Bypass Payee Positive Pay

## THE TREND: NEW BUSINESS, DIFFERENT STATE



[How Criminals Commit Check Fraud Using Stolen Business Identities](#)

# Payee Positive Pay is not a Silver Bullet

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# Employee Behavior

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# Employee Behavior

## 9 Cognitive Biases Hackers Exploit the Most



Bad actors have the know-how to tap into the "mental shortcuts" that are called **cognitive biases** and manipulate employees into compromising sensitive information or systems.

Here are examples of the top cognitive biases hackers use the most.

**Hyperbolic Discounting**  
 Choosing immediate rewards over rewards that come later in the future

**i** Free coupon or special deal scams

**Habit**  
 The tendency of users to follow recurring habits

**i** Phishing emails delivered at a specific time of day

**Recency Effect**  
 Remembering the most recent information or events best

**i** Phishing attacks referencing current events

**Halo Effect**  
 When positive impressions of a person, company, etc., influence your overall feeling of that person or company

**i** Scam messages from well-known brands

**Loss Aversion**  
 The tendency to prefer avoiding losses to acquiring equivalent gains

**i** Phishing attacks threatening credit score damage

**Ostrich Effect**  
 The tendency to avoid unpleasant information (hiding your head in the sand)

**i** Phishing emails warning action should be taken quickly or else

**Authority Bias**  
 Attributing greater accuracy to the opinion of an authority figure

**i** Hackers spoofing important messages from the CEO

**Optimism Bias**  
 Overestimating the probability of positive events while underestimating the probability of negative events

**i** Phishing emails will offer fake job opportunities or insider info

**Curiosity Effect**  
 Acting to resolve curiosity even if it could lead to negative consequences

**i** Phishing attacks offering limited time offers or secret information

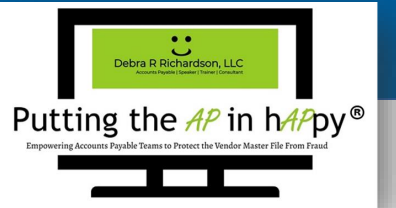
Explore how a better understanding of how hackers are duping users can help you identify potential cognitive biases and deliver training that actually changes behaviors with our free whitepaper:

**DOWNLOAD NOW!**

KnowBe4

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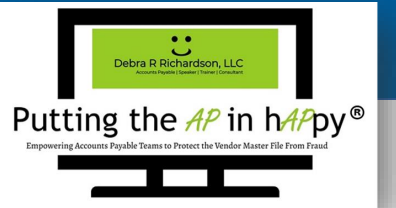
SecurityCoach



# Today's Fraud – Real Examples

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# 'Ishing Scams & Malicious LLMs

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# 'ishing Scams

**Phishing**

Mass emails

- **May or May Not Have Grammatical Errors**

**Spear Phishing**

Targets a Specific Person or Group

- **Sense of Urgency**

**Whaling**

Highly Targeted to Sr Executives

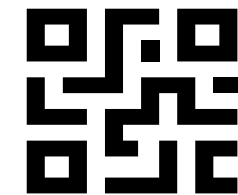
- **Emotional Cues**



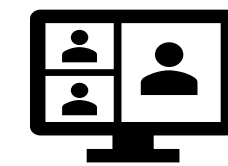
**Vishing**



**Smishing**



**Quishing**



**Zishing**

# Malicious LLMs – FraudGPT, WormGPT and GhostGPT

- Fraudsters don't abide by Ethics  
*But we do*



Source: Checkpoint

BY ADMIN | FEBRUARY 13, 2023

## New Scam Alert: Hackers Work Around ChatGPT Malicious Content Restrictions To Create Phishing Email Content

New Scam Alert

# 'ishing Scams



BY **ADMIN** | OCTOBER 07, 2025  
**New Scam Alert: FBI Says Threat Actors Are Spoofing Its IC3 Site**

New Scam Alert



BY **ADMIN** | SEPTEMBER 08, 2025  
**New Scam Alert: You Can't Trust Government Email Accounts**

New Scam Alert



BY **ADMIN** | AUGUST 17, 2025  
**New Scam Alert: New Gmail Phishing Attack**

New Scam Alert



BY **ADMIN** | AUGUST 17, 2025  
**New Scam Alert: Japanese Character Cleverly Replaces "/" In Spoofed Sites**

New Scam Alert



BY **ADMIN** | AUGUST 11, 2025  
**New Scam Alert: TSA Warns Of Phishing Scam Targeting PreCheck Travelers**

New Scam Alert



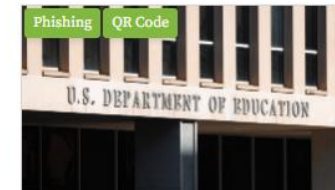
BY **ADMIN** | AUGUST 11, 2025  
**New Scam Alert: Beware Of Emails From Mozilla! They Might Be Phishing Scams**

New Scam Alert



BY **ADMIN** | JULY 30, 2025  
**New Scam Alert: Travelers Are Targeted With Hospitality Phishing Emails**

New Scam Alert



BY **ADMIN** | JULY 30, 2025  
**New Scam Alert: Phishing - DOE Site Mimicked**

New Scam Alert



BY **ADMIN** | JULY 20, 2025  
**New Scam Alert: QR Code Scanception Campaign**

New Scam Alert



BY **ADMIN** | JULY 15, 2025  
**New Scam Alert: Gemini Email Summaries Exploited For Phishing Links**

New Scam Alert



BY **ADMIN** | JULY 07, 2025  
**New Scam Alert: FBI Warnings To Healthcare Entities**

New Scam Alert



BY **ADMIN** | JULY 07, 2025  
**New Scam Alert: Fraudsters Get Phished Sites On ChatGPT**

New Scam Alert



BY **ADMIN** | JUNE 24, 2025  
**New Scam Alert: Tech Support Scammers Get Their Phone Numbers On Real Sites**

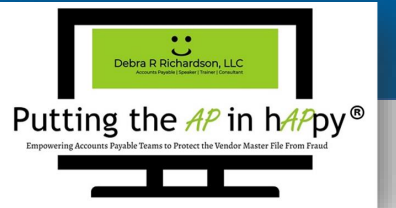
New Scam Alert



BY **ADMIN** | JUNE 24, 2025  
**New Scam Alert: Scammers Using Right To Public Info To Target State And Local Governments**

New Scam Alert





# Business Email Compromise

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# Business Email Compromise



BY ADMIN | SEPTEMBER 28, 2025  
**New Scam Alert: BEC Victim Lost \$54K - Recovered Almost A Year Later**

New Scam Alert



BY ADMIN | AUGUST 28, 2025  
**New Scam Alert: BEC Victim Lost Six Figures**

New Scam Alert



BY ADMIN | SEPTEMBER 22, 2025  
**New Scam Alert: BEC Victim Lost \$450K - Partial Recovery**

New Scam Alert



BY ADMIN | AUGUST 25, 2025  
**New Scam Alert: BEC Victim Lost \$300K**

New Scam Alert



BY ADMIN | SEPTEMBER 22, 2025  
**New Scam Alert: BEC Victim Lost \$400K - And Recovered**

New Scam Alert



BY ADMIN | AUGUST 11, 2025  
**New Scam Alert: BEC Victim Loses \$19M**

New Scam Alert





# Check Payment Fraud

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# Check Payment Fraud



**Check Fraud**

BY ADMIN | SEPTEMBER 15, 2025

**New Scam Alert: Postal Service Employee Stole \$17M**

New Scam Alert



**Check Fraud**

ADMIN | JANUARY 28, 2025

**New Scam Alert: FBI Issues PSA On Check Fraud**

New Scam Alert



**Victim Check Fraud**

BY ADMIN | JUNE 24, 2025

**New Scam Alert: Non-Profit Check Fraud - \$90K**

New Scam Alert

BY ADMIN | OCTOBER 01, 2024

**New Scam Alert: What? Postal Workers Now Stealing Checks**

New Scam Alert



ADMIN | DECEMBER 02, 2024

**New Scam Alert: Another Non-Profit Check Fraud - \$95K**

New Scam Alert



**Check Fraud**

BY ADM

**New Scam Alert: Increase In Check Fraud**

New Scam Al



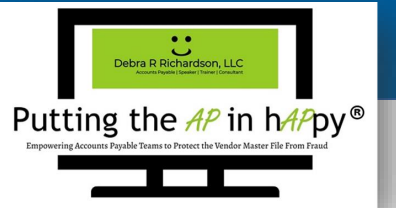
**Check Fraud**

BY ADMIN | OCTOBER 14, 2024

**New Scam Alert: Check Fraud Ring Caught**

New Scam Alert





# Deepfake Images / Audio / Video

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# Artificial Intelligence (AI) – Deepfake Scams



BY [ADMIN](#) | OCTOBER 07, 2025

## New Scam Alert: Deepfake Fraud Testimony

New Scam Alert



BY [ADMIN](#) | SEPTEMBER 28, 2025

## New Scam Alert: You Could Be Cloned On A Video Call

New Scam Alert



BY [ADMIN](#) | AUGUST 25, 2025

## New Scam Alert: BEC Victim Lost \$300K

New Scam Alert



# How to Combat

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# New Scam Alerts

[Debra R Richardson New Scam Alerts](#)

[FBI Internet Crime Complaint Center Alerts](#)

[US Postal Inspection Service News, Alerts, Wanted Posters](#)

[IRS Tax Scams/Consumer Alerts](#)

[Better Business Bureau \(BBB\) Scam Tracker, Report a Bad Ad and New Scams](#)

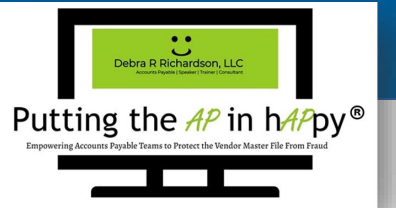


\* indicates required

Email Address \*

Subscribe

[Sign-Up for New Scam Alerts](#)



# Telltale Signs of Deepfake Fraud

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# Deepfake Telltale Signs

## Audio

- Longer-than-usual pauses between words and sentences
- Flat voice
- Emotionless

## Image & Video

- Eyes
- Lips
- Face
- Teeth
- Motion
- Emotion
- Lips
- Gesture

Hi Suzy,

This is Debra R Richardson - I am conducting training for your team next week and I wanted to contact you directly to let you know I have a change in my payment details and would like to provide you them over the phone. I want to avoid fraud by not sending via email.



## Zero Cost!

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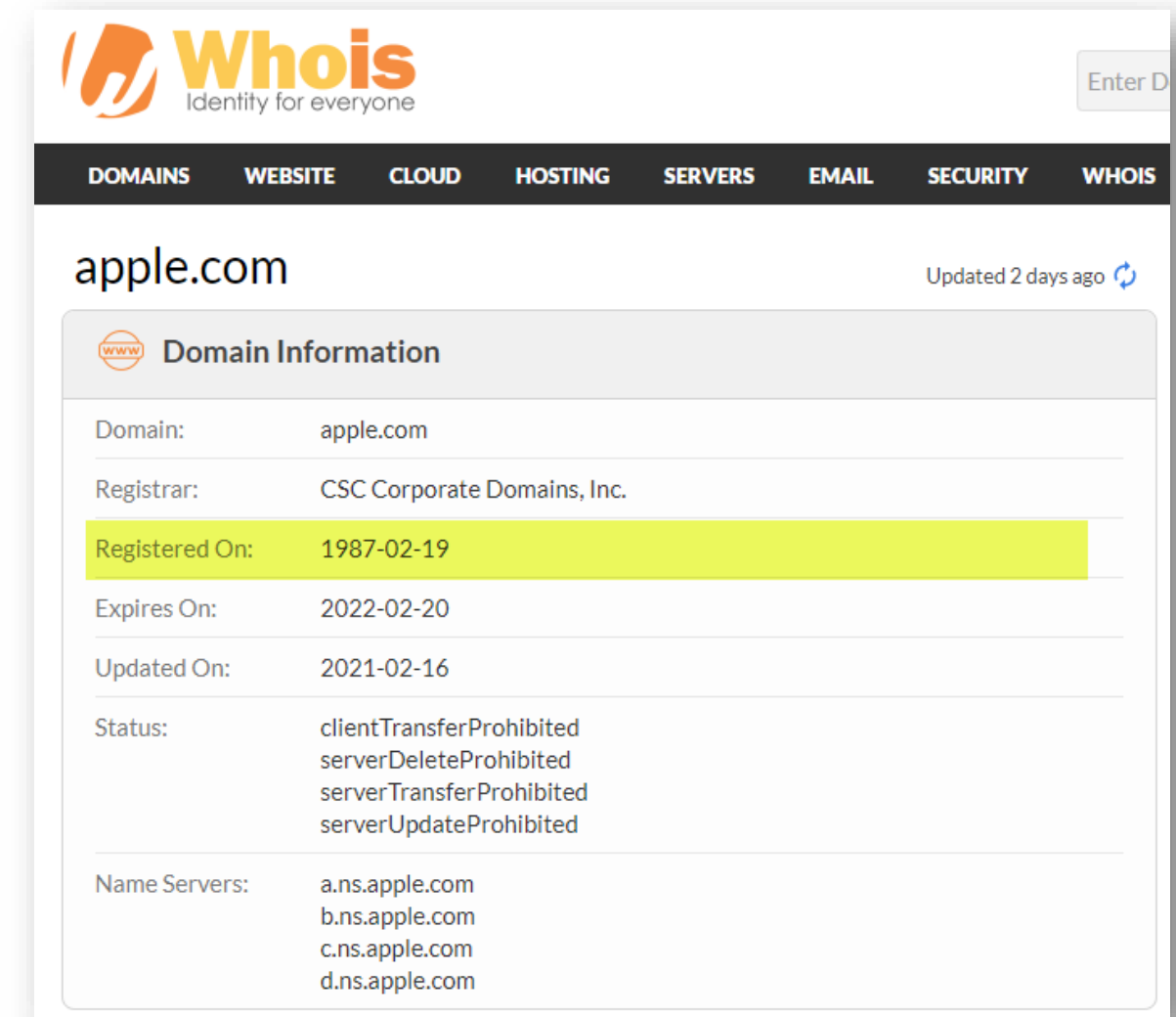


# User Tools to Spot & Avoid Fraud

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# Suspicious Email?

- Don't Type – Paste
- Does the Registration Date Match Expectations?
- Many Phishing Sites are Created Just for Phishing Campaigns



<https://www.whois.com/whois/>

# 5 Ways to Know if Your Email Has Been Hacked

1. You Can't Log In
2. You Keep Getting Password Reset Emails
3. There are Strange Messages in Sent Folder
4. Complaints from others
5. Suspicious Activities With Your Accounts

***Check Your Email Rules Daily!***



Clean-Up Your Vendor Data.

Clean-Up Your Vendor Processes.

Pay the Right Vendor.



Vendor Master File Tip of the Week

**An Easy Precaution From the Secret Service to Protect Your Emails From Fraudsters**

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[Watch on YouTube](#)

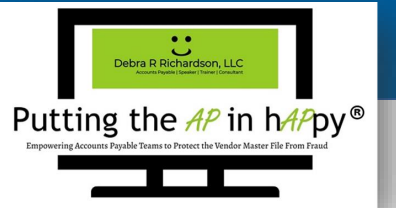


# Authenticate the Requestor

Invoicing	Purchase Order	Vendor File
Invoice #	PO#	Tax ID ( <i>Last 5 digits</i> )
Invoice Date	Buyer Name	Bank Account Number ( <i>Last 5 digits</i> )
Invoice Amount	PO Amount	Remittance Address on file

## [3 Step Vendor Setup & Maintenance Process Workshop](#)

> Free Authentication Training



# 6 Step Process to Avoid Fraudulent Payments

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## Authenticate the Data

Require Existing Banking to Change Banking

Vendor Banking Form

Vendor Validations



## Check Payments Before Sending

Payments > \$K with Remittance

Change Within 90 Days



## Authenticate the Requestor

Only Way to Get Required Forms

Forms Sent/Collected Directly to Vendor

Authentication Reference



## Vendor Communication Before/After Change

Scripts to Ensure Valid Confirmation

Send Vendor Notification After Change

Confirmation Call Script / Confirmation Log

Vendor Notification of Change

Confirm with the Vendor They Received the Payment



## Audit Process

Vendor Help Desk Inquiries - Authentication

Desktop Procedure







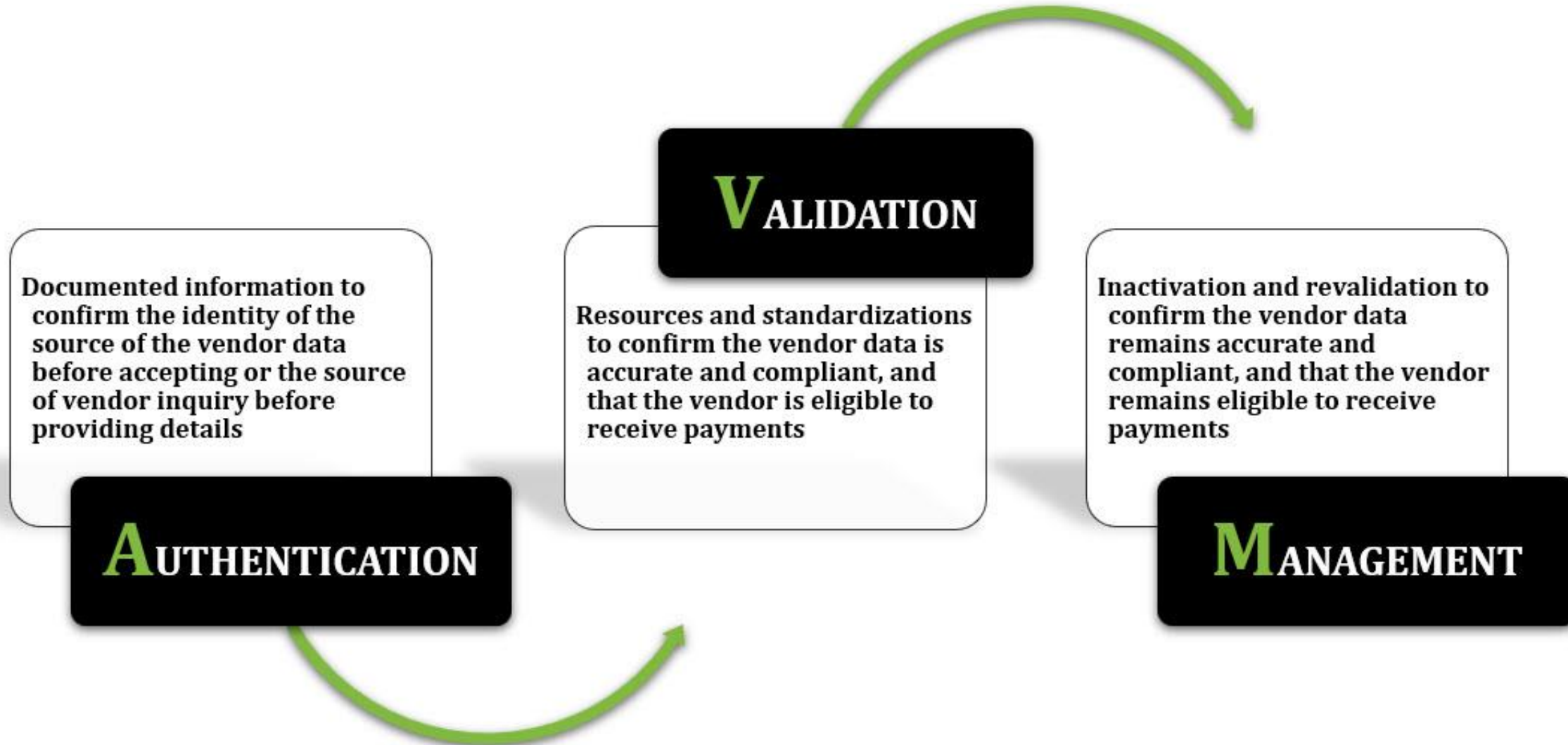
# Recommended Ultimate Solution

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# AUTHENTICATION > VALIDATION > MANAGEMENT™

For vendor process resources, please scan:



**5** Authentication Techniques



**29** Internal Controls

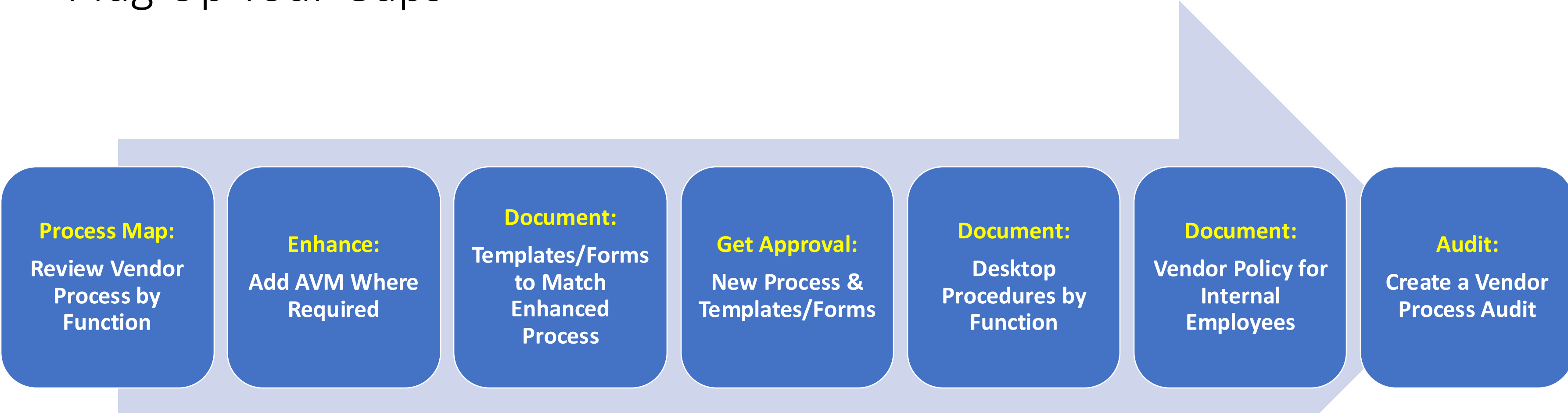


**17** Best Practices

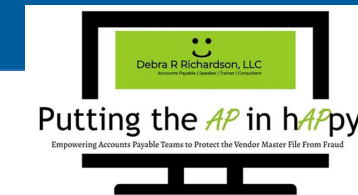


**18** Vendor Validations

# Plug Up Your Gaps



[Access Free Training](#)



Outsource Payments > Benefit is....

# Remove the Vendor Team From the Vendor Remittance Collection and Update Process

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# Three Actionable Takeaways

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# Actionable Takeaways

1. Add this presentation as an agenda item to your next team meeting and discuss. Then distribute to every team member that handles vendor inquiries (phone or email) or add/edits vendor records in the vendor master file.
2. Sign-Up for **New Scam Alerts**.
3. Review your current **Vendor Setup and Maintenance Process** and determine where you can plug up the gaps with authentication techniques, internal controls, best practices and vendor validations that can result in fraud, fines or bad vendor data. If not, look at outsourcing the payment function in order to remove remittance data storage and responsibility from the vendor team.

# Please tell us what you think!

- Please scan this QR code using your mobile to access a short feedback survey →
- Also accessible via the mobile app



Fraudulent Emails That Made It Into Your  
Inbox in the Last 90 Days and Strategies to Combat  
Them

# QUESTIONS?

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 [Putting the \*AP\* in \*hAPpy\*](#)

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For vendor process resources, please scan:



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