

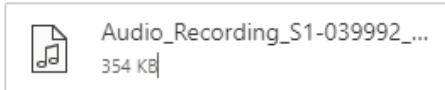
We are all cautious about spam emails. If you have the VOICEMAIL to EMAIL feature on your McMaster extension, you will receive a WAV file attached to your email containing the voice message. Legitimate messages will generally have:

- McMaster's AAM messaging system displayed as "@vce20aamsto.uts.mcmaster.ca"
- An email subject with this format: Voice Message from xxxxxxxxxx / "NAME OF CALLER"
- The messaging access number 22993, caller information, duration, and WAV file in the body of the email

### **See what a legitimate VOICEMAIL to EMAIL message looks like:**

Voice Message from xxxxxxxxxx / "NAME"

Anna.DiFilippo@vce20aamsto.uts.mcmaster.ca  
Wed 2021-02-17 12:53 PM  
To: DiFilippo, Anna



Voice message copy

Caller: XXXXXXXXXXXX  
Duration: 00:45


To hear the voice message, play the attached recording or call your Messaging mailbox.

Messaging access number: 22993

However, illegitimate emails and vishing attempts will generally have:

- An incorrect voicemail email address, such as "account999@mcmaster.ca"
- An email subject line that does not display: Voice Message from xxxxxxxxxx / "NAME OF CALLER"
- Information such as "Evoice ID: 10739," "play message" and a link to the voice message in the body of the email

### **See what an illegitimate VOICEMAIL to EMAIL message can look like:**

From: mcmaster.ca Phone System  <[account999@mcmaster.ca](mailto:account999@mcmaster.ca)>  
Sent: 31 March 2021 2:38 AM  
To:  
Subject: McMaster Received A New Voice Note .1333411208 on 03/30/2021 11:38:32 pm

Hello  
**You have 1 unread voice-message from: xxx-xxx-xxxx**  
**Evoice ID: 10739**  
**Duration: 00:58**  
**Time Sent: 05:15:AM**  
**Review the voice-message below.**  
[Play Message](#)

**Please note:** vishing emails can take on many different appearances and employ various social engineering tactics. This is just one example of a vishing attempt. If you receive a message like this, do not open.

If you have any questions or concerns, please email: [telecom@mcmaster.ca](mailto:telecom@mcmaster.ca)