

## Measures to prevent theft of chat accounts

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Mr. Vu Ngoc Son, Bkav's Research Manager (Bkav R&D) under Bkav Network Security Company will discuss this issue.

*Sir, there are now a lot of people who are scammed by hackers who have the right to use email, chat and personal information. Can you tell us about hacker tricks and how to prevent them?*

**- Mr. Vu Ngoc Son:** The phenomenon of fraud through chat channels (for example, Yahoo Messenger) in Vietnam is quite common. The goal is mainly to trick the victim's money. In addition, bad guys can use stolen information to terrorize, threaten or affect the victim's honor.

According to Bkav's understanding, hacker tricks are nothing new, but there are still many people who use light, become victims of them. Hackers often lure victims to click on links to fake Yahoo! websites and trick victims

into filling in passwords to steal; trick victims into downloading computer viruses to steal passwords and other important data. After stealing a user's chat account, the hacker will impersonate this person to trick his friends into transferring a sum of money with a scratch card or mobile card.

To prevent it, users need to be very alert while chatting, especially when there is a phenomenon of having a friend ask for money transfer or ask for a password. Users need to call back to their friend to verify the transfer as well as absolutely not provide their password to anyone.

Also, during the chat process, be cautious when receiving files or paths while chatting. Most importantly, users need to install antivirus software in combination with personal firewalls to prevent viruses from entering your computer, as well as avoiding unintentional access to malicious websites.

*So when you lose the right to use mail, chat, can users get back, sir?*

**- Mr. Vu Ngoc Son:** If the user has set up additional questions and set the backup email address for the account, it is possible to retrieve the account if lost. In case they do not set up, the ability to retrieve the password is very low. To avoid losing your account permanently, users should now set up additional questions and set up a backup email address.

*It is known that Bkav Company has officially become a member of the Global Anti-Phishing Working Group (APWG). So, what are the benefits of Bkav joining this organization, sir?*

**- Mr. Vu Ngoc Son:** APWG is a non-profit organization born in 2003, with the participation of 133 leading organizations in the field of technology, Internet and network security such as Microsoft, Google, Facebook, McAfee, Symantec, AVG . and other law enforcement and non-profit organizations. APWG activities aim to prevent credit card theft, bank account information, passwords and other sensitive information on the Internet. Participating in the APWG, members can share databases and research results on phishing (worldwide phishing).

Accordingly, Bkav will share the list of phishing websites and websites containing collected malware in Vietnam for members, otherwise it will receive a daily updated list of phishing addresses worldwide by members. from other countries provided. This database will help strengthen Bkav's products, protect customers from fraud when accessing websites around the world.

*Thank you very much!*

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