

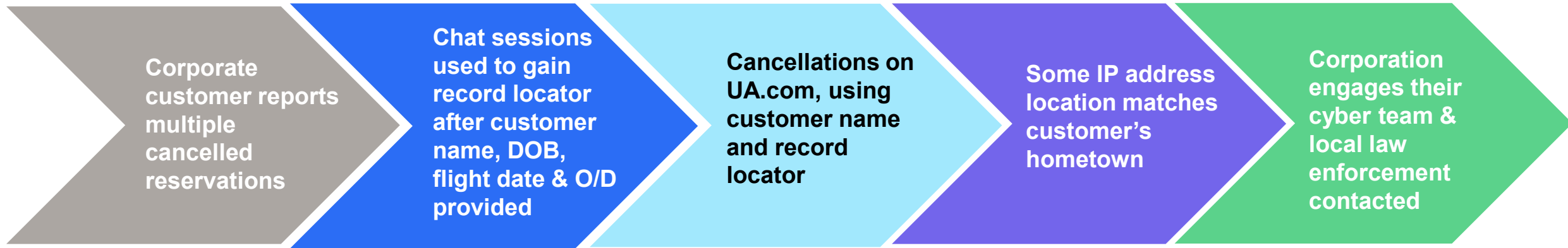
UNITED

All in the Family: Social Engineering Case Study

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Anatomy of Deception: How Social Engineers Gained Unauthorized Reservation Access



Who's Calling? Theories on Social Engineering Perpetrator Profiles



Who's Chatting? Theories on Social Engineering Perpetrator Profiles

- Travel agency
- Espionage
- Corporate Rival
- GDS
- Family Member



Escalation Concerns: Behavioral Patterns That Signal Growing Threats

Agent, 09:48pm: I am sorry but since you are already on a lifted status, we cannot cancel your flight on our end and do any modification on your reservation. What I can suggest is to approach the airport ticketing desk to assist you modify your ticket or cancel your flight.

Visitor, 09:48pm: **Can you tell them to cancel my flight and let me off the plane, please.**

Visitor, 09:49pm: **Tell them to please urgently cancel my flight and let me off the plane.**

Agent, 09:49pm: I am sorry. As much as I wanted to call them. We don't have to call since we can only communicate through chat.

Visitor, 09:49pm: **Then what should I do to get off the plane before it departs?**

Agent, 09:50pm: Since you are already on the plane. You can ask assistance from the flight attendant to inform the airport agent that you need to be off the plane.

Visitor, 09:51pm: **Ok, please transfer me to flight attendant on flight departing in a couple of minutes. I really need help. Nobody is helping me.**

Visitor, 09:53pm: **Then send someone who can get her off the plane as quickly as possible**

Visitor, 09:55pm: **Just please send someone to get me off the plane.**



Key Findings: What Corporate and Police Investigations Revealed

Corporation's Investigation & Actions

- Cyber team swept Customer's home
- Confiscated & issued new device
- Restricted to working in office only

Law Enforcement Investigation & Actions

- Additional activity
 - \$10K paid to utility company
 - \$1M transferred out of retirement account
- Husband & Son take lie detector test



Key Findings: What Corporate and Police Investigations Revealed

**“Mom to stay
home”**

