

Questions 8 through 10 refer to the following.

Consider the following email that was identified and reported as a phishing attempt.

From: Human Resources

To: All Employees

Subject: Final Reminder — Deadline Today!

Our records indicate that your employee profile is incomplete. In order to remain in compliance with company-wide HR standards, all staff must confirm their personal information by the end of the day. Failure to respond by this deadline may result in suspension of payroll access until your profile is verified.

Please note: Over 92% of employees have already completed this verification, and you are among the last to finalize your record.

To confirm your employee file, reply to this email with the following details:

1. Personal phone number
2. Pet's name (for verification)
3. Date of birth

We appreciate your cooperation in keeping our records accurate and ensuring continued access to employee services.

Thank you,

Human Resources

8. Which of the following shows how the email uses urgency to pressure the recipient into responding?
- (A) The recipient is warned that they must confirm their personal information by the end of the day.
 - (B) The recipient is warned that failure to comply could result in payroll suspension.
 - (C) The recipient is encouraged to help human resources keep their records accurate.
 - (D) The recipient is told that the message comes from a trusted internal department.

9. How does the email's claim that "Over 92% of employees have already completed the verification" attempt to pressure the recipient into responding to the email?
- (A) By framing the request as routine HR communication that seems safe, showing the use of familiarity
 - (B) By implying that the opportunity to comply is limited and may soon be lost, showing the use of scarcity
 - (C) By presenting the request as coming from those in power and intimidating the recipient, showing the use of authority
 - (D) By applying social pressure and making the recipient believe most coworkers have already acted, showing the use of consensus
10. Which of the following is the most likely impact if the recipient responds to this email with the requested information?
- (A) An adversary could use the recipient's personal details to impersonate them.
 - (B) An adversary could use the recipient's device as a foothold and move laterally on the network compromising other devices.
 - (C) An adversary could infect the recipient's device with malicious code hidden in the reply email.
 - (D) An adversary could disrupt the entire payroll system by disabling access for all employees.