



Press release European Consumer Centre Luxembourg

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Definition of phishing and steps to take in case of an attack

On the Internet, consumers have to deal with a wide range of scams, and phishing is at the top of the list. In fact, the European Consumer Centre Luxembourg is regularly contacted about cyber security incidents. In this context, and to prevent consumers being trapped by these suspicious messages, we invite all Internet users to be extra vigilant and to adopt a critical attitude.

Phishing refers to the practice of sending misleading e-mails or messages in the name of a well-known company, with the intention of hijacking your personal or banking data via a link you are invited to click on. By clicking on this link, consumers are exposed to the risk that a fraudster will use their data to debit a large amount from their bank account.

Some fraudsters will even misuse the name of public services to defraud people.

Other e-mails will have a risky attachment. If you open this kind of attachment, it will introduce a virus or spyware into your computer which will destroy it or give the scammer access to a lot of information.

Here is some advice from the ECC Luxembourg:

- **Never open a link or attachment that looks suspicious.**
- **Remember, your bank will never ask you by e-mail or text message to verify your data.**
- **Contact the company or agency that sent you a suspicious e-mail or text to verify its authenticity. To do so remember to use the contact details provided on their website.**
- **Delete suspicious e-mails and text messages immediately.**
- **Do not forward phishing and smishing messages to your contacts.**

We would also like to insist on the fact that phishing is just one of a long list of scams, alongside subscription traps, fake websites, lotteries, business directories, etc. You can find more information on this subject on our website.

The ECC Luxembourg remains at the disposal of consumers for any request for information or assistance, by telephone on +352 26 84 64-1 or by email at info@cecluxembourg.lu.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxemburg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters. Our services are free of charge. The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government (Ministry of Consumer Protection) and the Union Luxembourgeoise des Consommateurs (ULC).

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