

Julie L. Jones
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov



Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

FOR IMMEDIATE RELEASE
FEB. 7, 2013

CONTACT: COURTNEY HEIDELBERG
(850) 617-3102

FRAUDSTERS USE AGENCY'S NAME AND EMAIL ADDRESS FOR PHISHING EXPEDITION

~ Highway safety agency warns of email spam ~

TALLAHASSEE, Fla. – The Florida Department of Highway Safety and Motor Vehicles warns the public to be aware of an email spam that surfaced this morning. Fraudsters are using the Department's name and email address, DoNotReply@flhsmv.gov, to send emails that appear to be from DHSMV. The emails look like receipts from online transactions with the Department and include confirmation and tracking numbers. The numbers are not DHSMV tracking numbers, and the email addresses of the recipients did not come from DHSMV's database.

An indicator that the email is fraudulent is that it comes from two senders: DoNotReply@flhsmv.gov and another address that varies and may look like a personal email address. All Department email addresses contain @flhsmv.gov as the domain, and DHSMV does not send transactional receipts from personal email addresses.

If you receive one of these emails and did not make a recent transaction, we recommend that you delete the message. If you have already opened the message, do not click any of the links within it. The emails are not from DHSMV, and the links embedded within take recipients to non-DHSMV websites that may contain malware.

DHSMV wants the public to understand our system has not been hacked, and we have numerous measures in place to protect customers' information. Rather, this is a type of spam where an email is made to look like it is from a trusted source and aims to trick the recipient into following a link that will lead to a website with malware. The name for this type of spam is "phishing."

DHSMV makes information security a top priority, and we aim to provide consumers with information they can use to protect themselves from scammers by sharing this information with the public.

The Department offers the following recommendations for all computer users:

- Update anti-virus software daily.
- Update systems and programs (such as Adobe, Java, browsers and operating systems).
- Be extremely wary of unexpected emails that contain links or attachments. Do not click on the links or open the attachments.
- Users who click on such links should check their systems for abnormal activity.
- Concerned users should change all passwords using a clean computer, especially passwords for financial institutions (both personal and corporate banking accounts).

The Florida Department of Highway Safety and Motor Vehicles provides highway safety and security through excellence in service, education and enforcement. The Department is leading the way to a safer Florida through the efficient and professional execution of its core mission: the issuance of driver licenses, vehicle tags and titles and operation of the Florida Highway Patrol. To learn more about DHSMV and the services offered, visit www.flhsmv.gov, follow us on Twitter at [@FDHSMV](https://twitter.com/FDHSMV) or find us on [Facebook](https://www.facebook.com/flhsmv).

###