



# TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES  
TRANSPORT WORKERS UNION OF AMERICA • AFL-CIO • AIR TRANSPORT DIVISION • TWU555.ORG  
ESTABLISHED IN 1996 • 1341 W MOCKINGBIRD LN STE 1050E DALLAS TX 75247 • 1.800.595.7672

**August 2, 2021**

**TO: All TWU 555 Members**

**FROM: Randy Barnes**

**SUBJECT: Email Hoax**

Brothers and Sisters,

Please disregard an email you may receive or have received with my signature asking you to purchase gift cards. The email is a hoax. I believe this is a good opportunity to re-visit how to identify phishing or viruses in emails to avoid possible issues.

1. Look at the sender's email address, email addresses can be spoofed to appear like someone you know, but also, they could be one that has a different Country's domain (example.com.ru, or support@microsoft.com)
2. Look at the subject line – does it create a sense of urgency? These are typically viruses.
3. Look at the body of the message – if the send is a recognized sender, does it follow their normal criteria? Does it contain the Union's letterhead, graphics that you are accustom to seeing? Does it contain TWU 555 contact information? If the email looks different from typical communications from TWU 555 please delete.
4. Look at the content of the email, is it unprofessionally written with poor grammar? If the communication is improperly phrased it is likely to be problematic.
5. Look to see if there is an attachment – is it a zip file? Is it a pdf? Is it a docx or doc? How big is it? If it is 1kb to 22kb, it is most likely a virus.

If after reviewing the email, you determine that it is a hoax, phishing or a virus, delete the document using SHIFT DELETE (which will permanently delete the email rather than moving it to your deleted items folder).

Respectfully,

Randy Barnes  
President – TWU Local 555

Copy: File