



Unit 10 – Unbelievable! I never thought *that* would happen to me ...

Task 06

Announcer: Listen to the conversation between Sam and his manager.

Sam: Oh, that's a strange email. It looks like it is from our client, Bank of Canada, but the Prince of Saskatchewan? That can't be a real person. Saskatchewan is part of Canada, last time I checked. I think I'll forward it to my manager to make sure though.

(telephone rings)

Leah: Hi Sam, it's Leah. I just saw the email you forwarded me. You should just delete it and block the sender because it's spam.

Sam: Hi Leah, thanks for your help ... but what's spam?

Leah: It's email that comes from someone who is not trustworthy. Sometimes spam emails are from phishing sites.

Sam: Oh, I've heard of phishing sites. Don't they try to steal your credit card number or something like that?

Leah: Yeah, sometimes. Sometimes you can get a virus on your computer from phishing sites or emails, too. Phishing sites can also get your email from things you subscribe to online. That's why we have an anti-virus program and a firewall at work, but sometimes you can still get spam.

Sam: So, spam is unwanted email and phishing comes from bad websites. Got it.

Leah: Just make sure you mark that email as spam before you delete it, and the so-called Prince of Saskatchewan will stop asking you for your hard-earned cash!

Sam: Cool, thanks for your help Leah!

Leah: Also, if you get weird emails like that, it's better not to forward them because there could be a virus attached.

Sam: Oh. Sorry. I won't do it next time.

Leah: No problem Sam, you're new! Talk to you later, bye!