



# **‘Your Relish Bill is Ready’ Ransomware Alert**

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## 'Your Bill is Ready' Ransomware Alert

The information contained within this alert is based on information from various sources. The purpose of this alert is to increase awareness of a ransomware campaign currently in circulation. The campaign's primary function appears to be distributing well known ransomware, through a malicious link contained in an email.

The alert is aimed at members of the public, local police forces, businesses and governmental agencies.

### ALERT

Fraudsters are sending out a high number of phishing emails to personal and business email addresses pretending to come from 'noreply@relishcare.net, with the subject line being 'Your Relish bill is ready'. This is a 'spoofed' email pretending to come from the London based broadband company 'Relish'

The emails contain a link which will redirect victims to a compromised website. Once at the destination website a .zip file containing concealed JavaScript will be downloaded onto the victim's device. This JavaScript is ransomware and will encrypt files on the victim's devices and demand money (up to £1000) from the victim to recover the files.

### PROTECTION / PREVENTION ADVICE

Having up-to-date virus protection is essential; however it will not always prevent you from becoming infected.

Please consider the following actions:

- Don't click on links or open any attachments you receive in unsolicited emails or SMS messages. Remember that fraudsters can 'spoof' an email address to make it look like one used by someone you trust. If you are unsure, check the email header to identify the true source of communication. Details on finding email headers can be found online.
- Always install software updates as soon as they become available. Whether you are updating the operating system or an application, the update will often include fixes for critical security vulnerabilities.
- Create regular backups of your important files to an external hard drive, memory stick or online storage provider. It's important that the device you back up to isn't left connected to your computer as any malware infection could spread to that as well.
- Don't pay extortion demands as this only feeds into criminals' hands, and there's no guarantee that access to your files will be restored if you do pay.
- If you think your bank details have been compromised, you should immediately contact your bank.
- If you have been affected by this, or any other scam, report it to Action Fraud by calling **0300 123 2040**, or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

### FEEDBACK

The NFIB needs feedback from our readers to evaluate the quality of our products and to inform our priorities. Please would you complete the following NFIB feedback survey through: <https://www.surveymonkey.com/r/FeedbackSDU>. This should take you no more than 2 minutes to complete. If you have other feedback or additional information that you would prefer to provide by email please send to [NFIBfeedback@cityoflondon.pnn.police.uk](mailto:NFIBfeedback@cityoflondon.pnn.police.uk).

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<b>Suitable for Publication Scheme:</b>	NO
<b>Version and Date:</b>	V1
<b>Storage File Location:</b>	G:\OPERATIONAL\Fraud_Intel\Cyber Crime Desk\Alerts
<b>Purpose:</b>	Alert on ransomware campaign around Relish broadband
<b>Owner:</b>	NFIB Cyber
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