

From: [REDACTED] >
To: james | personal genius <[REDACTED]>
Subject: Re: G3 Email Incident Alert
Date: Fri, 29 Sep 2017 22:23:44 +0000



Sent from my iPhone

On Sep 29, 2017, at 5:45 PM, james | personal genius <[REDACTED]> wrote:

[REDACTED] glad it's working... I wonder if Google pushed out a fix on the server side. We may never know...

Thank you,

James Ce
your Personal Genius
☐ Certified Support Professional 10.6
<http://personalgenius.co>

On Sep 29, 2017, at 1:35 PM, [REDACTED] > wrote:

fyi...the Google calendar is totally working fine for me...! [REDACTED] all good ;)

On Sep 25, 2017, at 4:58 PM, james | personal genius <[REDACTED]> wrote:

The Google Calendar app is the only way to insure that happens. It's pretty similar to the gmail app we download (then immediately deleted).

Thank you,

James Ce
your Personal Genius
☐ Certified Support Professional 10.6
<http://personalgenius.co>

On Sep 25, 2017, at 4:56 PM, [REDACTED] > wrote:

oh fiddle is right~!

I am 100% addicted and rely upon emails being sent to me 10 minutes before the start time...I have to take [REDACTED] to football..need to investigate this more ...I don't really care how it happens, i just want to be sent an email re anything I put in my calendar from my phone...!

On Sep 25, 2017, at 4:48 PM, james | personal genius <[REDACTED]> wrote:

Oh, Fiddle!

The email alerts are generated by the Google Calendar server — it is configured to automatically "add a notification and email alert for 10 minutes before the event" to every event that doesn't have alerts defined.

iOS 11 seems to be adding a defined "no alert" setting to the events it creates / modifies. Previous versions would leave alerts undefined. This could be a bug that will be fixed in a future update, or it could be intentional and never fixed (on previous versions it was impossible to set an individual event to NOT remind you).

iPhone's calendar has never supported sending email alerts — it will only create popup alerts.

The only way to get your calendar events created / edited on the iPhone to send you email alerts is to use the official Google Calendar app.

Google Calendar by Google, Inc.

Thank you,

James Ce

[your Personal Genius](#)

☐ Certified Support Professional 10.6

<http://personalgenius.co>

On Sep 25, 2017, at 4:38 PM, [REDACTED] > wrote:

they are all set to none...I didnt need to change them...

On Sep 25, 2017, at 4:16 PM, james | personal genius <[REDACTED]> wrote:

On your phone, please check Settings > Calendar > Default Alert Times and make sure they're all set to None.

And try creating a new test event.

Did you get an email alert for the event I created for 4:25PM?

<IMG_0305.TRIM.MOV>

Thank you,

James Ce

[your Personal Genius](#)

☐ Certified Support Professional 10.6

<http://personalgenius.co>

On Jul 27, 2017, at 12:03 PM, [REDACTED] > wrote:

Ok thanks so much James!

Sent from my iPhone

On Jul 26, 2017, at 6:54 PM, james | personal genius <[REDACTED]> wrote:

So if you log into [REDACTED] from a new computer, it texts you a code to enter to proceed?

It prevents hackers from accessing your account/email/google drive without your knowledge -- even if they managed to get your password. It can be a pain in the arse to have to do the extra step all the time.

I ask because if I were a nefarious hacker trying to spy on JEE, your account would be what I would target — rich store of data attached to someone that fields unexpected contact requests constantly so much easier to "social engineer".

Thank you,

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Jul 26, 2017, at 5:32 PM, [REDACTED] > wrote:

I do on my cell phone I believe...

On Jul 26, 2017, at 5:24 PM, james | personal genius <[REDACTED]> wrote:

Do you have 2 factor authentication turned on for your Google Account? I don't recall if we've discussed this in the past, but it might be a good idea.

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Jul 26, 2017, at 5:09 PM, [REDACTED] > wrote:

Ok. Thank goodness. I almost got scared after opening this email!

Sent from my iPhone

On Jul 26, 2017, at 5:00 PM, james | personal genius <[REDACTED]> wrote:

Thanks for the heads up. As long as you didn't try to log into the fake site, we're safe. 😬

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Jul 26, 2017, at 4:57 PM, [REDACTED] > wrote:

I did receive the email they are discussing yesterday. I did not open it and deleted right away. I figured it was something bad. Wanted you to see this though.

Sent from my iPhone

Begin forwarded message:

From: Marco Merida, G3 Global Services, LLC <[REDACTED]>
Date: July 26, 2017 at 2:28:42 PM EDT
To: <[REDACTED]>
Subject: G3 Email Incident Alert
Reply-To: Marco Merida, G3 Global Services, LLC <[REDACTED]>

Good afternoon.

This is to inform that you received an email from [REDACTED] with the subject line "25/07/17" on, or after 4:40pm yesterday and it should NOT be opened. As a further precaution, you should notify your IT department as they will likely require additional measures per your organization's IT protocols, such as deleting the email and deleting it from the deleted items folder.

In summary, a single G3 user's email address book was compromised in Office 365 using Outlook Web Access. The intrusion was detected promptly, and the account was disabled in less than one hour. All emails and attachments sent were scanned by 30 different antivirus vendors to identify malicious content. We determined there is a malicious link in the attachment.

If followed, this link will take a user to a phishing site to obtain a username and password. Internet Explorer Smart Screen will alert a user that opens the attachment (and click the link) that they should not proceed, however you should actively be advising any recipients of this message to not open the email or attachment and coordinate with your IT team.

To emphasize, based on our internal IT security measures and protocols, NO CUSTOMER DATA was compromised, with the exception of email addresses. Upon detection, we immediately conducted leadership meetings and engaged a third-party IT consulting firm to control, assess, monitor, and advise on the situation. However, in spite of these measures, the infected attachment was sent.

As a result, we are deploying the following measures:

1. Immediate password reset with even more stringent password controls
2. Mandate of auxiliary company-wide security training
3. Conducting client communications to advise of the email concern

We at G3 Global Services hold our clients' information with the utmost importance. We felt compelled to inform you of the situation and advise that while no private information was compromised through this isolated event, a malicious link was detected and your firm should engage its IT security protocols to protect against further issues.

We sincerely apologize for this inconvenience.

If you have any questions, please feel free to connect with Janet Vrasic, Director of Customer Relationships or myself as our Chief Strategy Officer per the contact information below.

Contact:

Janet Vrasic
[REDACTED]

Thank you,
Marco A. Merida
Chief Strategy Officer

G3 Global Services, LLC
201 S. Narcissus Ave., Suite 2
West Palm Beach, FL 33401
[REDACTED]

www.g3visas.com

[http://g3visas.us2.list-manage.com/track/click?](http://g3visas.us2.list-manage.com/track/click?u=210269d36b1b3382d74f9d40f&id=572a935334&e=51920f7d36)

[u=210269d36b1b3382d74f9d40f&id=572a935334&e=51920f7d36](http://g3visas.us2.list-manage.com/track/click?u=210269d36b1b3382d74f9d40f&id=572a935334&e=51920f7d36)

Unsubscribe [REDACTED] from this list:

[\[REDACTED\]
u=210269d36b1b3382d74f9d40f&id=3bd9bbf3a5&e=51920f7d36&c=db399d9ca9](#)