

Attachment One (1)

to

Technological Crime Advisory Board Agenda

August 15, 2018

Minutes from May 10, 2018 meeting



OFFICE OF THE ATTORNEY GENERAL

Adam Paul Laxalt, *Attorney General*

100 North Carson Street
 Carson City, NV 89701
 Telephone - (775) 684-1100
 Fax - (775) 684-1108
 Web - <http://ag.nv.gov>

MEETING MINUTES

Name of Organization:

Technological Crime Advisory Board

Date and Time of Meeting:

May 10, 2018 at 10:00 a.m.

Place of Meeting:

Video Conferenced Between:

Attorney General's Office
 Mock Courtroom
 100 N. Carson Street
 Carson City, Nevada

Attorney General's Office
 Sawyer Building, Room 4500
 555 E. Washington Avenue
 Las Vegas, Nevada

Attendees:

Las Vegas:	Carson City:
<p><u>Members in Attendance:</u> Jacob Cinco, U.S. Secret Service Deputy Chief Christopher Darcy, LVMPD Senator Moises "Mo" Dennis Assemblywoman Sandra Jauregui Jeff Lewis, Proxy for Bill Olsen, NV Energy Bill Wong, Proxy for Renato "Sonny" Vinuya, Nevada State Bank</p> <p><u>Members Absent:</u> Greg Weber, Valley Bank of Nevada</p> <p><u>Guests in Attendance:</u> Marsha Landreth, AGO Monica Moazez, AGO</p>	<p><u>Members in Attendance:</u> Andrew Campbell, Churchill County School District Alan Cunningham, Washoe County School District David Haws, EITS Administrator Captain Greg Herrera, Washoe County Sheriff's Office Chris Lake, NV Hospital Association Patricia Cafferata, Executive Director</p> <p><u>Guests in Attendance:</u> Catherine Krause, AGO Laura Tucker, AGO Greg Zunino, AGO, <i>designee for AG Laxalt</i></p>

- Swearing in of new members.**
 Bureau Chief Greg Zunino swore in new member David Haws.
- Call to Order and Roll Call.**
 The meeting was called to order at 10:00 a.m. Roll call was taken by Marsha Landreth and a quorum was present.
- Public Comment. Discussion only.**
 No public comment.

4. **Welcome and self-introduction of Technological Crime Advisory Board members.** Zunino welcomed everyone to the meeting. New member David Haws explained he has worked for the State of Nevada for 14 years and was recently assigned as Administrator for Enterprise Information Technology Services (EITS). He previously was employed as the Deputy Administrator for EITS and has also worked both in consulting and the private sector.

5. **Approval of minutes of February 28, 2018 meeting.** (*Attachment One (1) - Minutes from February 28, 2018 Meeting*). **Discussion and for possible action.** Zunino asked for a motion to approve the February 28, 2018 meeting minutes. Greg Herrera moved to approve the minutes. Andrew Campbell seconded the motion, and the motion passed unanimously.

6. **Discussion and for possible action on video scripts.** Monica Moazez, Communications Director. (*Attachment Two (2) – Video Scripts*). Moazez reported that four (4) video scripts on various technological crime topics have been developed. The purpose of the scripts is to convey information to the public and to business owners in a way that all viewers will be able to easily understand. The videos will be filmed by a public relations company. She said that she expects the videos will be between two to two-and-a-half minutes in length. The first of the four scripts is on phishing and was developed with the help of Laura Tucker, Deputy Attorney General. The phishing script details the definition of phishing. The video will include Tucker talking about how one can avoid becoming a victim. One member suggested explaining how to pronounce “phishing” and providing examples of what phishing looks like. Moazez said that there will be graphics in the video, for example, an actual phishing email will be shown in this video.

At the end of all four videos, a message will inform viewers that the information is provided on behalf of the Office of the Attorney General’s Technological Crime Advisory Board.

Herrera asked where the videos will be available at (e.g. YouTube) and Moazez informed him that the videos will be available through social media and agency websites, as well as be sent to the various Chambers of Commerce in Nevada. She added that we have a budget of \$10,000, and the decision was made to create as many videos as possible with the budget.

Cafferata recommended that the correct wording for the board be listed on the scripts: Technological *Crime* Advisory Board. Moazez will confirm the correct wording.

The second script is on passwords and Wi-Fi. Alan Cunningham will be in the video. The purpose is to highlight the importance of setting up Wi-Fi passwords, using unusual phrases (e.g. a nursery rhyme), and how to create a strong password. The script will also cover the importance of being aware while using public Wi-Fi.

Senator Moises “Mo” Denis and Assemblywoman Sandra Jauregui arrived to the meeting.

Moazez summarized the information on the first two scripts for Denis and Jauregui. Jauregui suggested adding to the passwords and Wi-Fi script some language about when a person is

on public Wi-Fi to avoid accessing personal and/or banking sites. Denis added that people should be aware of how to tell when a website is secure versus one that is not (e.g. https = secure; http = unsecure). Moazez said that she had similar language on the script previously but took it off because the video was getting long. Moazez will look into adding the language back into the script. Moazez explained that all videos will have graphics in them to provide a visual of what different scams might look like.

The third script is on gas pumps and skimming. Moazez worked with Las Vegas Metropolitan Police Detective Jefferson Grace on the content for this script. As with the other scripts, the video will begin by explaining how your identity and money can be compromised by skimming. The video highlights some statistics from Las Vegas, how to protect yourself, and what to do if you encounter a skimming device. There will also be pictures of what a skimming device looks like.

Cunningham suggested adding information of where skimming can occur, as it is not just at gas stations and ATMs, as the script currently reads. He provided the example of grocery stores. Jauregui suggested using language other than a grocery store, so that we don't risk having to name every single place that skimming can occur. Another member suggested "any point of sale" as the language that would be good to include in the script.

The fourth script is on currency counterfeiting, and the video will feature Jacob Cinco. In the video, he will show viewers actual counterfeit money. This script may run a bit longer than two to two-and-a-half minutes. One member commented that this video appears that it is directed mainly towards business owners. Cinco remarked that the focus of the video will be on the security features of the money, so people (business owners or the public) can identify if the money is legitimate or not. Moazez added that this video will have much more of a visual component than the other videos. The video will also provide information on where to report and submit counterfeit money.

Andrew Campbell asked if there will be emphasis placed on turning counterfeit money over to the authorities and Cinco confirmed. Further, the person or business will not be compensated for turning in the counterfeit money. Therefore, in the video it is important to recommend that people take extra precaution, as the loss will be permanent to them.

Moazez concluded that she will work on the suggestions that members have made. She will also be in contact the public relations company, and will work to coordinate filming dates with the individuals who will be featured in the videos.

Zunino suggested this agenda item be informational versus an action item, and that Moazez bring the edited scripts to the next meeting. She said she will provide an update at the next meeting. Jauregui asked if there is a deadline for the videos and Moazez said that there is not. Jauregui asked if the videos will be produced before the holidays and Moazez said she believes the project will take only two to three months.

7. **Discussion and approval of skimmers brochure.** Laura Tucker, Deputy Attorney General and Monica Moazez. (*Attachment Three (3) – Skimmers Brochure*).

Tucker said that she received several edits from members and appreciates the feedback. The information about “point of sale” (POS) suggested in agenda item #6 will be added to the skimmers brochure. New photographs and tips were added to the brochure, including updated contact information of who to contact if you find a skimming device.

Cunningham stated that he does not think anything needs added to the brochure regarding POS devices, as this is already in another part of the brochure.

Campbell asked if the skimmers brochure could be translated and printed in Spanish and Tucker said she will work on developing a Spanish brochure with Attorney General (AG) staff. Cafferata said that many Attorney General brochures are in Spanish. Campbell asked if the brochure will be available online. Moazez intends to draft a press release once the videos are completed, with links to the videos embedded into the press release. The brochure will also be made available to the public and downloadable from the AGO website.

Campbell asked if there are other populations that may benefit from the brochure who speak other languages. Cafferata said that board member Sonny Vinuya volunteered to translate some of their brochures for the Asian Chambers. Bill Wong, proxy for Sonny Vinuya, said that there are several populations they work with (e.g. Japanese and Chinese) and that these populations typically have the resources to translate the English brochure themselves, if needed. Wong volunteered to arrange for translation of the brochure into some of the languages spoken and read by the Asian Chamber members. Campbell also brought up the deaf community and advocated for making the video in sign language. Jauregui suggested adding subtitles to the videos and Moazez said that they will be added to all of the videos.

Zunino asked for a motion to approve the skimmers brochure. Chris Lake moved to approve the skimmers brochure. Alan Cunningham seconded the motion, and the motion passed unanimously.

8. Meetings tentatively set for 2018 at 10 a.m. in the Attorney General’s offices on:

- August 15, 2018.
- November 14, 2018.

Cafferata reminded members to contact her if there are any suggestions for future agenda items. Haws suggested an update at a future meeting from the State of Nevada Chief Information Security Officer (CISO). Cafferata asked Chris Lake of the Nevada Hospital Association and law enforcement (Darcy and Herrera) to bring any items to her attention, if they have any.

9. Public Comment. Discussion only.

No public comment.

10. Adjournment.

Zunino adjourned the meeting at approximately 10:47 a.m.

Minutes respectfully submitted by Tarah M. Sanchez, Office of the Attorney General.

Attachment Two (2)

to

Technological Crime Advisory Board Agenda

August 15, 2018

Consumer Complaints

Attorney General's Office Consumer Complaints

In priority order:

1. Elder Financial Exploitation
2. Child Identity Theft – Obtaining/abusing credit using child's identifiers
3. Mortgage Fraud/Title Misrepresentation – Selling home that does not have a clear title
4. Internet scams offering home business set-up for investment that guarantee sales or commissions that are never realized

Attachment Three (3)

to

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August 15, 2018

Cybersecurity Trainings

2018 Cybersecurity Trainings

Laura Tucker

- Cora Coleman Senior Center (Las Vegas): 11:15 a.m. October 1
- Pahrump Valley Senior Citizens Center: 10 a.m. October 3
- Sparks Senior Center: 12:30 p.m. October 9
- Churchill County Senior Center: 9:30 a.m. October 10
- Washoe County Senior Citizens Center: 1 p.m. October 15
- Cold Springs Senior Center (North Reno): 10:30 a.m. October 16
- West Flamingo Senior Center (Las Vegas): 9:30 a.m. October 23
- Mineral County Care Center: 10 a.m. October 24
- Terrace at Ruby View Senior Center (Elko): 10:30 a.m. October 30
- Carson City Senior Center – tentative
- Gardnerville Senior Center – tentative