**Appendix B**

**Focus group questions**

1. Has everyone received or at least seen a scam email? Does anyone have a particular experience they’d like to share?
2. What cues do you rely on to recognise a scam email?
3. How familiar are you with the issues of fraud online? What kind of fraudulent activity have you heard about (from friends or in the media)?
* Media awareness
* Education from school/parents/peers
1. Most email accounts have ‘spam’ filters - how reliable do you think spam filters are? Do you ever check your spam for genuine emails?
2. Has anyone experienced fraud in an offline environment?
* Which do you think, hypothetically, would be easier to spot?
1. (Go on experiences or…) Do you think that you would be more wary of an email that came to your Lancaster email account or a personal account (such as Gmail or Hotmail)?
* Which have you received more scam emails to?
* Why are you more wary of one than the other (or not)?
1. How do you think your reaction would be affected were you to receive an email containing a link to click from someone who you knew personally compared to one from a stranger?
* Why do you think this might be?
* How would you react following an email from someone you know which you are suspicious of?
1. What about an email sent to you from a lecturer containing an attachment…would you automatically open it?
* Why would you be more trusting of this?
* Is it related to the authority level of the person sending the email to you? Who else would you trust an email from without thinking twice? Anyone’s email can be hacked..
1. How private are your settings on Facebook? Is privacy on social networks something that bothers/affects you? (mention research on Facebook likes – which aren’t private, and also spear phishing)
2. When you think about victims of fraud (online and offline – discuss differences), are there certain types of people who you imagine as the victims? Who are these people? Why do you think they might be more likely to be victims?

A few quick questions about the questionnaire itself

1. Is there anything that you think would’ve helped you to give more information/expand upon your experiences?
2. Does anyone have any other comments or questions which may help us to improve the questionnaire and maximise the information collected?