

AMCHAM NEWSLETTER 4TH JUNE 2020

Dear AMCHAM members and friends,

Welcome to our 11th AMCHAM Corona Virus 19 Newsletter!

We are pleased to see that Luxembourg is slowly starting to move from the medical emergency phase into the recovery/relaunch-of-the-economy phase. We all breathed a sigh of relief this past Wednesday when Restaurants with Terraces were able to invite customers to enjoy out-of-doors eating and this past Friday, guests were allowed, up to a group size of 4, to sit at internal tables subject to social distancing between tables. This was indeed a very much appreciated treat and taken as a positive signal that we are moving back to normal... or at least to a NEW normal!

Clearly, we have many challenges ahead and a difficult path as we move to relaunch the economy. Be assured this topic will be an area of focus and attention for us in the coming weeks.

For this issue, we have decided to place a special focus on a new and significant problem area which has arisen during the past several months of lock down. For some time, Luxembourg has been discussing and taking first steps of digital transformation. Clearly the circumstances of this pandemic have accelerated all of the efforts to become more cyber engaged and we will come out of this pandemic living and working in a new reality which is much more digital. Some aspects of this are very good and will enhance flexibility, efficiency, speed of response, control of costs and improve the nature and quality of the work engagement for many employees. This is very good news.

But, these new ways of engaging come also with increased risks. We have seen during this period of lockdown a quantum increase in digital crime activities, with new threats being imposed on companies and employees who have not been fully prepared to deal with these threats. Some companies have handled this well...and some have not.

For this reason, we have over the past two issues included articles on cyber-crime threat awareness and this week, we are pleased to publish the following full threat analysis interview with Pascale Steichen, the head of SECURITYMADEIN.LU. Thank you, Pascale!



1. Interview with Pascal Steichen CEO SecurityMadeIn.lu

AMCHAM Chairman Paul Schonenberg: It seems that this period of corona crisis has seen the rise of a Tsunami flood of criminal activities, especially criminal activities related to cyber crime. Pascal, can you confirm this and identify the increased threats we are facing and explain why and how this is happening?

Well, in fact, there is no real rise of the criminal activities, it is only that the criminals use the topic of the COVID/Coronavirus or alike to perpetrate. The fact that videoconferencing platforms or

other remote tools are targeted, is a pure opportunity because the expected impact can be high and lucrative for the criminals. From the Luxembourg perspective, and this is aligned with our counterparts, we see specialisation, even professionalisation of the criminal actions, meaning: less quantity, but higher quality. One exception, though: phishing, which is really on the rise again and is massively spread, using all the “buzzwords” with high impacts, like COVID, masks, teleworking, etc., etc.

What we see/hear/read as well is the opportunistic uproar of “security companies” that, unfortunately also use (or better said abuse) the situation to sell their services...

Paul Schonenberg: One recent threat has been a particularly well-written LuxTrust scam designed to get people to click on a scam link. Please tell us about this threat, what to do if so confronted, and absolutely what not to do.

These recent “phishing” attempts are, as of what we saw, part of a global “campaign” targeting the VISA and Mastercard 3Dsecure platform. In every country/region that uses this mechanism, dedicated emails are being sent to people to get hold of their credit card details. It’s indeed well forged, as it uses the real local entities’ logos and visuals to make it as “authentic” as possible.

The master word here is: Think before your click! Check the link (below the button): this can be easily done by hovering the mouse over the button without clicking to see which URL is hidden beneath. Generally, this shines a light on the crime and exposes the fake website trying to trick people. If, already on the fake website, there’s still a way to deal with it: Never give any credit card details online, if you’re not about to buy something!

To help the cybersecurity community and others, feel free to submit the identified “fake website” link here: <https://www.circl.lu/urlabuse/>, so we can make sure to get it deleted as soon as possible.

Paul Schonenberg: In addition to the Lux Trust scam, there have been at least two banks which have been hacked into, a strong cyber attack against Cactus and a rash of sex scams accusing guys of watching pornography and threatening to tell their friends and family via allegedly hacked home video recordings made by the hackers. It appears that Luxembourg is an appealing target. What is going on and what can individuals, companies, and the government do to prevent these attacks?

These dedicated “sex scams” are on the rise for nearly two years by now. An evolution of the classic “scams”, involving shame and fear, to make people uncomfortable and hinder them on reporting such cyber-attacks. More and more it’s us, humans, who are the main target, not the computers, and criminals abuse our human vulnerabilities, like fear, doubt, greed and libido. All these, as well as, the Cactus attack, involve a ransom because money is still the criminals’ prime focus. Luxembourg is not more appealing than other places, it’s a pure statistical fact that in a wealthy country/region the chance to get a ransom to be paid is higher. The most important advice here is to make BACKUPS regularly and keep them OFFLINE.

(Sorry to use caps here, but that’s really important and we saw a lot of bad practice...)

Paul Schonenberg: While home working is attractive to many employees to achieve greater work life balance, it appears to be inherently riskier from a cyber security point of view. Is this so? And if so,

how big and serious is the risk and what can companies and employees do to protect corporate critical information from theft or misuse?

Technology-wise, secure solutions are out there and are being used by most of the companies. The main risk when homeworking is the mixing of usages of electronic devices. Working, homeschooling, and online gaming on the same device are definitely risky, as malware or other threats can “hop” from one environment to another and potentially impact the company and/or school infrastructure, from remote. This shouldn’t be really new, as for some years, perimeter security is not the prime focus anymore, and many companies have adopted the “security on the edge” principles. Making sure that employees are aware of the threats and know and understand their risks, is key, especially when in a remote working mode. Training and awareness raising are more important these days than ever.

Paul Schonenberg: Pascal, please tell our readers more about SECURITYMADEIN.LU: who are you all, what do you do, how can companies or private individuals in need contact you?

SECURITYMADEIN.LU is the cybersecurity agency of the Luxembourg Ministry of the Economy. We are there to support, help, and foster private companies and individuals in all questions related to cybersecurity. More precisely, when you look at the overall spectrum of cybersecurity, we cover the extremities:

- **Awareness raising – <https://www.cases.lu/knowhow/BestPractices-ProtectingYourself.html>**
- **Help do “first steps”: identify and understand risks and needs – <https://startup.cases.lu/>**
- **Foster the expertise in the market, via match-making activities and competence building – <https://securitymadein.lu/ecosystem/>**
- **Respond in case of an incident – <https://www.circl.lu/report/>**

Paul Schonenberg: Pascal, please accept our sincere thanks for what you and your team are doing to protect us all, in normal times as well as these special times!

2. What are the types of questions employees are asking their employers in this time of confinement, Laura Fort of Paperjam did a brilliant article last week on just this subject, in French but if you open in Chrome just press translate <https://paperjam.lu/article/10-questions-employeurs-et-sal>

3. During the confinement many of us are teleworking, participating in Webinars and team meetings, we have found an excellent article of how to maximise your video conferencing from home! <https://www.growthzone.com/blog/home-video-conferencing-associations/>

4. Amcham and MindForest are delighted to invite you to the first Luncheon webinar “Digital Workplace Culture – The Future is Now!” which will take place on 8th June 2020 from 12:00 to 13:30 via Zoom. Speakers Lene Pedersen (Senior Consultant) and Lisa Obringer (Consultant) at Mindforest and Amcham Chairman & CEO, Mr Paul Schonenberg.

<https://www.amcham.lu/events/digital-workplace-culture-the-future-is-now/>

5. **So how well are we all aging?** We have all been in quarantine for over 10 weeks now as we worry and deal with this Corona Virus health risk. But, aside from that, how are each of us doing ensuring our overall fitness for the long term? Are we exercising for an hour a day, going outside for long walks, and eating sensibly?

You also wanted to know how well you are maintaining your overall health, here are a few tests to check your fitness level ...and a few pieces of advice to improve your overall health as you age:

<https://www.dailymail.co.uk/health/article-8372289/DR-MICHAEL-MOSLEY-Want-know-long-youll-live-one-minute.html>

6. AMCHAM - Bilia-Emond Luxembourg:



Those of you who joined AMCHAM for Thanksgiving last year will remember that one of our major prizes was the use of the biggest and most luxurious BMW for a long weekend.

We are pleased to announce to you that BMW, Bilia-Emond in Bonnevoire has now offered our AMCHAM members the opportunity to see and test drive their new Electric Mini, the MINI Cooper SE.

This new MINI Electric premiered in Luxembourg during Autofestival 2020 and launched on the market in March. This 100% electric variant still rocks the iconic MINI design we know and love. The quality of the interior trim is also worth noting, with the British manufacturer paying attention to every detail to deliver a premium car. The battery of the MINI Electric has a range of 234 km (WLTP), which is more than needed for daily drives. Behind the wheel, the driving pleasure and the famous "go-kart feeling" of the MINI responsive handling are intact. This is without a doubt a car to try for yourself! Now from €32.050 on the road, the MINI Electric is also eligible for the Neistart Lëtzebuerg €8.000 bonus.

Bilia-Emond invites AMCHAM members to come and try the MINI Cooper SE in our dealership located on 186, Route de Thionville in Luxembourg!

Book your test drive in Luxembourg now.

MINI Bilia-Emond Sales Team
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7. Scones fit for a Queen! The Royal Family's pastry chef shares the recipe to her famous afternoon tea after this year's garden parties are cancelled (and the trick is to put cream on FIRST)



INGREDIENTS

- 500g Plain Flour
- 28g Baking Powder
- 94g Butter
- 86g Sugar
- 2 Whole Eggs
- 140ml Butter Milk
- 100g Sultanas (Cover in hot water and leave to soak for 30 minutes)

METHOD

1. Preheat oven to 180 C
2. Mix the flour, baking powder, butter and sugar together in a bowl, until a crumb is formed
3. In a separate bowl, whisk the eggs and buttermilk together
4. Add the liquid to the crumb mixture
5. Continue to mix the dough, until it is smooth
6. (Optional) Add the sultanas, and mix until evenly distributed
7. Remove the dough from the bowl, flatten the dough and cover
8. Leave to rest for approximately 30 minutes

9. Roll out the dough to a thickness of 2.5 cm and cut to desired shape
10. Rest the scones for another 20 minutes
11. Gently egg wash the top of the scones
12. Bake in the oven for 10-12 minutes until golden brown
13. Cool before serving with jam and clotted cream

AMCHAM offers to each of you and your families our best wishes for your health and happiness. Be strong. Stay connected with your families and friends by phone and email. Use this time wisely and productively so you come out of this crisis stronger than when you started. For all those who don't know AMCHAM yet, please find our website

Here: <https://www.amcham.lu> and particularly our mission statement

Here: <https://www.amcham.lu/about-us/mission-statement/> and how you can join

AMCHAM here: <https://www.amcham.lu/membership/>

If you need us, we are here and will do all we can do to help.

Feel free to pass on our newsletter to your colleagues and friends and

if you would like to make a contribution to our next newsletter contact

jane@amcham.lu

With respect and our very best regards,

Your AMCHAM team