

# Social Engineering – a powerful investigative Tool

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# Phenomenology

- Phising
- Tailgating
- Baiting
- **Pretexing**

## Definition of a Pretext

The pretext deceits the target about

- the investigator's **identity**

and / or

- the **reason of investigation**

and aims to obtain information which would not have been given by the target otherwise.

# Deception from different Angles



# 3 Key Elements of a Pretext

Target's Motive

Sympathy

of the deceived target towards the deceiving investigator

Investigator's Credibility

## Motive

- Pecuniary Advantage
- Malevolence / Envy / Revenge
- Fear / Concern
- Colleagueship / Helpfulness
- Devotion / Attention
- Curiosity / Need of Communication



# Credibility

- Matching of Content and Form  
Paul Watzlawick: One cannot not communicate
- Documents
- Name Dropping
- Inside Knowledge
- Technical Terms
- Detailed Knowledge

# Sympathy

- Create community spirit
- Voice
- Be polite, be friendly and smile.
- Compliment and praise the target.
- Gifts  
Chinese stratagem: donate a brick and receive a piece of jade.



## Experiences

- Education doesn't protect from deception
- Pretexting works because of doubt that it possibly can work
- Don't leave scorched earth behind
- Clients sometimes don't want to pay the value of your grey cell's activity

# Prevention

- Call back (Spoofing)
- Authentication questions
- Question unusual request
- Question commands from third parties referring to supervisors (overcome authority bias)
- Create awareness (reduce availability bias)

Thank you for your attention!

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