



# Hooked by a Spear Phishing Attack: An Easy Catch

*XO Legal, a small legal firm with an entirely distributed team, was lured into a spear phisher's snare. The insidious phishing attack targeted the firm with carefully crafted emails that appeared to come from legitimate and trusted internal sources. This sleight of email was virtually undetectable. XO Legal had no idea how to pick up the pieces because they didn't know what the pieces were.*

Once the phisher had decided on a law firm target, XO Legal, they did what any highly skilled phisher would do: They patiently researched the firm, its employees, clients, and ongoing cases to gather information that would make their phishing email(s) appear authentic and relevant.

Excellent dossiers were created on all the firm's employees. From the information acquired, partners Xavier Otero and Rogelio Tejada seemed to be the most potentially profitable targets. The phisher decided to reference a high-profile client as part of the deception. They had learned that there was a hearing the following week, which provided the opportunity to introduce urgency and authenticity into an email.

The spear phisher registered two email addresses using a free email service, carefully selecting usernames that incorporated the names of the attorneys and the firm's domain name. They had managed to find out the name of the cloud storage company. The rest was frighteningly simple.

It was this meticulous preparation that enabled the phisher to craft the personalized emails that would become bait and make this plot so successful. Their chances of success were greatly improved because the plot was entirely specific to the XO Legal firm.

How did the spear phisher gain access to the file? Here is what their current access protocols did *not* require:

- Passwords to access the file
- Cloud service authentication using account credentials
- Access permissions like view-only or edit permissions
- Multifactor authentication

## The Attack

An email was sent to one of the paralegals, Ana Mathieson, from Xavier Otero. The email referred to an upcoming hearing the next day, for which Xavier Otero was the lead attorney. It requested that she look for a file in the client's folder. If it was there, he needed the link to it right away. He was on his smartphone right now and had no way to access the file. The email contained details about the hearing that she knew to be true. She hesitated but the first one was followed by two other emails, each more frantic than the last. Ana found the file and sent the link to the folder.

***With this information alone, the spear phisher was able to access the client's information***

## The Aftermath

The spear phisher was not content with access to one client's information. What they wanted was enough information to enable identity theft as well as other information that might give them some leverage for a small ransom. There was plenty of information in the files to allow them to do that.

XO Legal had to pay for all client identity theft remediation, lost several clients (who were a substantial part of their revenue). In the end, they still did not know if any other client information had been breached. But, as it turned out, it could have been far worse and far more costly.

## Solution

We first identified and mapped the location of all the Company's IT assets—software and hardware. Then, we identified who had access to them and how they were accessed. Based on this information, we did a risk assessment, scenario what-if analyses, and a business impact study.

This information was enough to enable us to create an incident response plan specific to their law practices; and to develop standard operating procedures to support the plan. Device and data security measures were put into place—also in support of the plan.

---

## RESULTS

The Company mantra is now:

**NEVER TRUST**



**ALWAYS VERIFY**

---

**Written Information Security Plan (WISP)** to define what the firm's information assets are and how they will be protected—including the policies and procedures that will be used.

---

**Incident Response Plan** based on ABA Formal Opinion No. 483, which defines the lawyer's ethical and legal obligations to be prepared to protect against and respond to a cyber security attack.

---

**Standard Operating Procedures** were created for the Incident Response Plan and Written Information Security Plan. One of the first ones written is how internal communications were treated, no matter who wrote them.

---

**User and Device Security** is enforced by ensuring that all users and devices (including mobile devices) have the same level of protection as they access resources.

---

**Multifactor Authentication** is mandatory for all staff who access files. In this case, fingerprint identification is used.

---

**Application and Data Security** is used to prevent unauthorized access within app environments.

---

**Ongoing Evaluation of Access and Authentication Protocols** to ensure that permissions are appropriate and are updated, as necessary. It takes only one malicious link or attachment.

## Conclusion

The Zero Trust mindset was a new one for this firm because it is so small, and the staff knows one another so well. But now they know that zero trust is critical if they are going to protect themselves and their clients. Protecting client data—whether dictated by law or not—was of paramount concern at XO Legal. The *intention* of the staff to guard the sanctity of client data was not enough.

No law firm, regardless of its size, can afford to overlook the importance of cybersecurity. The increasing frequency of cyber-attacks targeting the legal sector is alarming, especially given the vast amounts of money, information, and client data law firms retain. Despite the growing awareness of cyber threats, many firms still lack a comprehensive understanding of the precautionary measures to mitigate risks.