

IMPOSTER SCAMS

Tech support scams are a type of imposter scam, in which a scam artist attempts to convince would-be victims that they are calling or writing from an official source and that you must act urgently.

Tell-tale signs of an imposter scam are:

- unsolicited calls,
- high-pressure tactics,
- threats of loss if you don't act immediately,
- requesting payment immediately by wire transfer, credit, prepaid debit, or gift cards.

Florida Attorney General's Office Scams at a Glance: Tech Support Scams

Visit <u>MyFloridaLegal.com</u> to find consumer tips or to file a complaint.

Report fraud by calling 1-866-9-NO-SCAM (1-866-966-7226)

View other Scams at a Glance resources at: MyFloridaLegal.com/ScamsAtAGlance

> Office of the Attorney General PL-01 The Capitol Tallahassee, FL 32399-1050 <u>MyFloridaLegal.com</u>

Scams at a Glance: **Tech Support Scams**





OFFICE OF ATTORNEY GENERAL JAMES UTHMEIER SAFE * STRONG * FREE

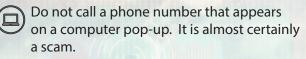


OK

Tech support scams often begin with a pop-up that claims a computer is infected with malware that can be eliminated by calling the tech support number on the ad. The number will connect the caller to a scammer who attempts to take remote control of the computer. The scammer will often show the caller a number of "viruses" or "malware" that must be removed. They then offer to remove the virus or malware for a fee.

In other instances, a consumer will receive a call from someone claiming to be tech support for Microsoft or Apple. The scammer will then attempt the same ruse, taking remote access and charging a fee to rid the consumer's computer of non-existent viruses or malware.

... STOP TECH SCAMS IN THEIR TRACKS...



Be wary of anyone claiming to be from a legitimate company to warn of a computer virus or infection.



If you are browsing and receive a pop-up warning you that your computer is infected or there is an error that needs "repair," do not click on the "X" to close out of the pop-up. Instead press the Control Alt and Delete keys simultaneously and use the Task Manager to close out the window.

Bew pers

Beware of anyone you do not know personally seeking permission for "remote access" to your computer. Remote access allows an individual full access to everything on your computer.

When in need of technical support, seek out a trusted repair person or seek advice at an established electronics or computer retailer in your area.

Know that online search results may not be the most reliable way to find technical support or get a software company's contact information. Scammers can pay to boost their search result rankings to appear above the listings of legitimate services.

Do not give out sensitive information, such as credit card numbers and passwords, over the phone or via email.



Report suspected scams to the Attorney General's Office at <u>MyFloridaLegal.com</u>.