

# SCAM ALERT: Computer Tech Support



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## Scam at a glance:

Con artists may try to contact you by phone or use pop-up messages/windows on your computer to prompt you to call them. Once they have you on the phone, they may try to convince you to pay for their fraudulent services to “fix” your computer.

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Or, even worse, they may request access to your computer so they can “diagnose” the problem, when in reality they attempt to install or download malicious software (malware) and steal sensitive information such as passwords.

## Warning Signs:

- You receive a call from a person claiming that they are with “technical support” and stating that something is wrong with your computer.
- You receive a pop-up message on your computer that prompts you to call a number for further assistance. Legitimate companies do not display pop-ups that ask you to call a toll-free number about viruses or security problems.
- You are asked to pay for computer repairs with a gift card, wire transfer, or money order.

# Protect Yourself:

- Protect your computer with up to date anti-virus, anti-malware, software, firewalls and browsers.
- Hang up on callers claiming to be from “technical support.”
- If your computer does not work, be sure to take it to a trustworthy company for maintenance or repairs.
- If you believe your personal information might be compromised, make sure to notify your financial institution(s) and credit card provider(s) right away and monitor any accounts for fraudulent activity.
- If you have been scammed and someone has remote access to your computer, be sure to turn off your computer right away and take it to a computer specialist that you know and trust.



## Resources:

### **Arizona Attorney General's Office**

[www.azag.gov/complaints/consumer](http://www.azag.gov/complaints/consumer)

Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648

or Toll-free: (800) 352 - 8431

### **For additional information go to:**

[www.azag.gov/consumer/consumereducation](http://www.azag.gov/consumer/consumereducation)

### **Task Force Against Senior Abuse Helpline**

(602) 542 - 2124 or (844) 894 - 4735

[www.azag.gov/scamalert](http://www.azag.gov/scamalert)