

Tech Support Scams

Tech Support Scams often begin with fraudulent pop-up ads claiming 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 and hold it for ransom. The scammer will remove the virus or malware for a fee and offer costly software updates and anti-virus services. These scammers often target seniors, and victims will often follow the instructions, pay the fees and never realize they were swindled.

There are steps consumers can take now to guard against tech support scams. If someone receives a pop-up ad, call, spam email or any other urgent message about a computer virus or malware they should never:

- Click on any links or call the phone number provided;
- Send money, credit card numbers or any other financial information;
- Give anyone control of their computer;
- Forget that Microsoft does not display pop-up warnings and ask consumers to call a toll-free number about viruses or security problems; or
- Go online without up to date security software

The best thing to do is click the x button in the righthand corner of the window and restart the computer.

Anyone who encounters a tech support scam should immediately report it to the Florida Attorney General's Office by filing a complaint online at [MyFloridaLegal.com](https://www.myfloridalegal.com) or by calling 1-866-9-NO-SCAM.