

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

Visit [MyFloridaLegal.com](http://MyFloridaLegal.com) to find consumer tips or to file a complaint. By remaining vigilant and informed, savvy consumers can help us build a Stronger, Safer Florida.

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



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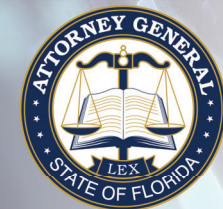
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**Tech Support  
Edition**

## 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.



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**ATTORNEY GENERAL**  
**ASHLEY MOODY**  
— Stronger, Safer Florida —









# TECH SUPPORT SCAMS: How They Work



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...

-  Do not call a phone number that appears on a computer pop-up. It is almost certainly a scam.
-  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.
-  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 Florida Attorney General Ashley Moody at [MyFloridaLegal.com](https://www.myfloridalegal.com).