

How to Recognize and Avoid this Telephone Cyber Scam

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Computer scams are no longer only computer based; they may originate with your telephone as well.

Individuals are receiving phone calls from intelligent sounding callers who say that they have detected a computer virus or suspicious activity on your computer. These type of phone calls are "phishing" scams by cybercriminals who will promise you something for free with the ultimate objective of gaining your credit card number or more of your personal information.

The scam goes like this:

The cybercriminal will say that they represent an organization that sounds very believable such as Microsoft Tech Support or Windows Helpdesk.

The cybercriminal will try to convince you to grant him/her access to your computer. They will do so with very convincing words trying to scare you into thinking your computer is infected, and that their free service will resolve the problem.

Once you have been convinced your computer is infected, the cybercriminal will instruct you to navigate your web browser to the their web site and follow their instructions. If you do so, you will grant the cybercriminal access to your computer. At that time, they may implant malware that leaves your computer vulnerable; or they may simply show you some phony virus they have implanted, and ask you for your credit card number so that they can "solve the problem".

You should never grant anyone remote control of your computer unless you have initiated the contact with a trusted technician.