

Technical Support Phone Scam

Recently our area around Collingwood and Wasaga Beach has been targeted by a phone scam. The caller poses as a Microsoft or other support technician and then proceeds to tell you that your computer has security risks. Usually they will tell you some information about your computer and then get you to check this on your computer to make you think they know what they are doing. The information that they have will match the information on your computer leading you to believe that they are legitimate. What they don't tell you is that every computer connected to the internet broadcasts that information and anyone who knows how to can access it.

Next they will tell you that they need to get access to your computer to fix the problem for you. **UNDER NO CIRCUMSTANCES SHOULD ANYONE DO THIS.**

The only time you should give anyone access to your computer is when you have contacted them for help and you have verified who they are.

If you give them access to your computer they will typically run some free software which will usually find a problem or two. Sometimes they will charge you to fix the problem, if they charge you they will ask for a credit card for payment. What you don't see is that while they have access to your computer they are stealing sensitive data like bank details, social insurance information and so on; as well as if you give them a credit card then they have that too.

My basic rule of thumb is never give **ANYONE** who calls you access to anything ie, phone, computer, satellite or cable systems, **NOTHING**, no matter who they say they are calling from until you hang up, verify who they are and call them back.

I have received multiple calls regarding this issue and have fixed and checked computers of people who have fallen victim to this scam. This has led me to write this bulletin to help aid people who might be targeted in the future.

For more information visit the Canadian Anti-Fraud Center at <http://www.antifraudcentre-centreantifraude.ca/>

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