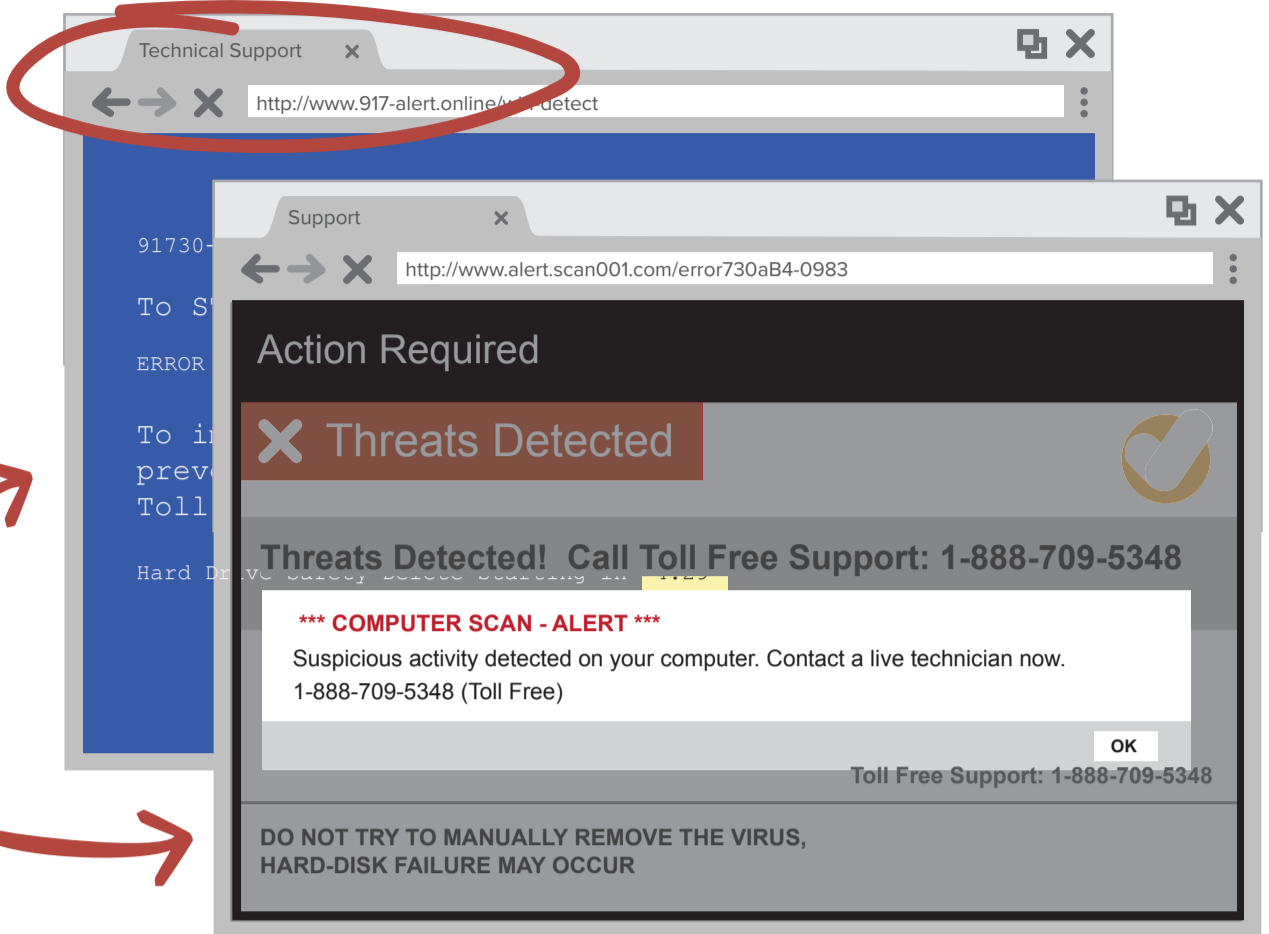


HOW TO SPOT A TECH SUPPORT SCAM

It often starts with a pop-up . . .

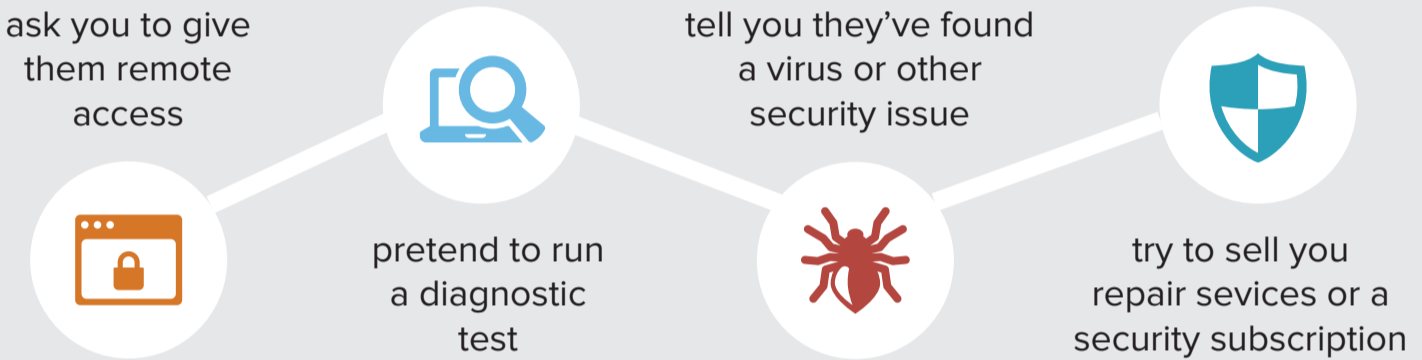
Shows up within your internet browser

Might imitate a blue error screen or trusted antivirus software



CALL	NOW	OR ELSE...
Wants you to call a toll-free number	Urges you to call immediately	Threatens that you may lose personal data if you don't call

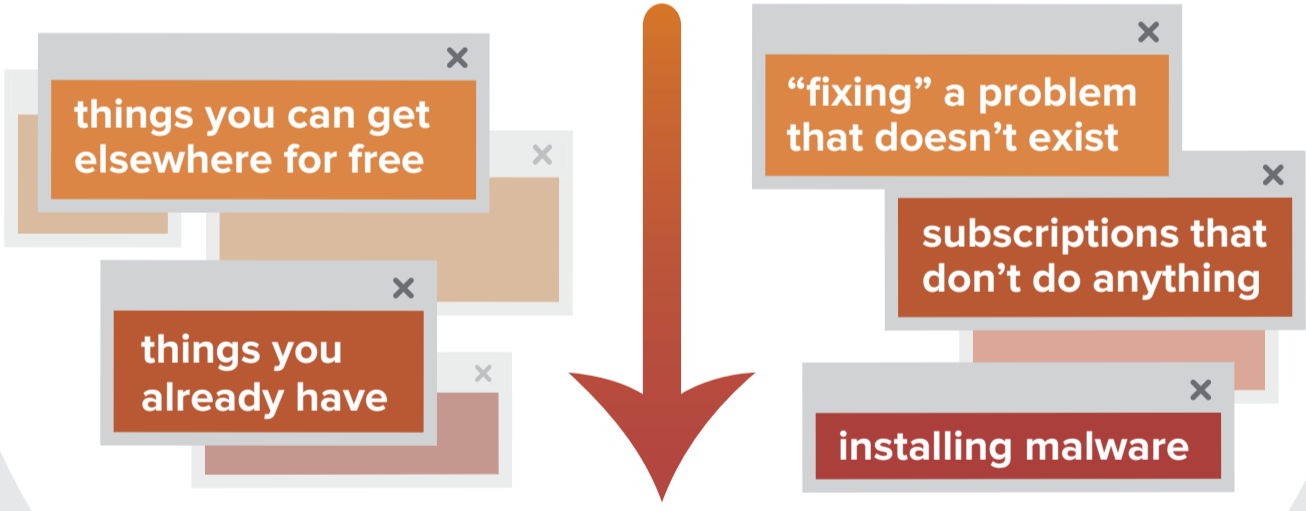
Then, you call a toll-free number. The scammer might:



Then, you're asked to pay a fee.

The scammer provides "services" that range from:

WORTHLESS



MALICIOUS

WHAT YOU CAN DO:

- ➔ If you get a pop-up, call, spam email or any other urgent message about a virus on your computer, **stop**.
Don't click on any links or call a phone number.
Don't send any money.
Don't give anyone control of your computer.
Microsoft does not display pop-up warnings and ask you to call a toll-free number about viruses or security problems.
- ➔ **Report it** at ftc.gov/complaint. Include the phone number that you were told to call.
- ➔ Keep **your security software** up to date. Know what it looks like so you can spot a fake.
- ➔ **Tell someone** about this scam. You might help them spot it and avoid a costly call.