

Computer Fraud Harm-desk *not* help-desk

Alert 3.18

14 March 2022

Bromley Trading Standards are highlighting tactics used by scammers who phone to tell you that your computer has been infected with a virus. They may use the names of well-known firms to appear official and say they can help to solve the problem.

Software firms do NOT make unsolicited calls to help fix computer problems.

Trick you into installing software - this could 'collect' personal details including usernames and passwords e.g. for banking and email

Charge you for software to remove viruses which could be obtained free of charge from legitimate companies

Guide you to fraudulent websites where you are asked to enter personal and financial information including credit/debit card details



Persuade you to visit websites to download legitimate software that allows the scammers access and control of your computer from *any* location

Request credit card information and charge you for their services

Hang up immediately if you are called and asked to do any of the above

Further information can be found here:

[Microsoft phone scam - Which?](#)

[Computer Software Service frauds | Action Fraud](#)

< **If you have paid, contact your bank as soon as possible. Call 159**

< [Report scams to Action Fraud](#) on 0300 123 2040 or www.actionfraud.police.uk

< Forward suspicious email to report@phishing.gov.uk.

< Forward a suspicious text message to 7726.

< Report a suspicious website [Report a suspicious website - NCSC.GOV.UK](#).

< **Contact Citizens Advice for help and advice on 0808 223 1133**

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.