

## COMPUTER SOFTWARE SERVICE FRAUD

**Criminals may cold call you claiming there are problems with your computer and they can help you to solve them. They often use the names of well-known companies such as Microsoft or Apple. They may even use the name of your broadband provider to sound more legitimate.**

The criminals may ask you to complete a number of actions on your computer, and they may even be able to demonstrate an 'error'. They'll then usually instruct you to download what is known as a 'Remote Access Tool'. This gives the criminal access to everything on your computer. They can access and copy your data, or download malware onto your computer to monitor what you do in the future.

Fraudsters can even access your online banking, and transfer money between your accounts.

You may also be asked to pay for the 'assistance' you have been given. This could be a one-off payment or an ongoing direct debit over many months/years. If you do provide payment details, these may be used to commit further fraud against you.



## TYPES OF FRAUD

### How to protect yourself

- ⚠️ A genuine computer service company will never call you out of the blue regarding issues with your computer. If you receive a call like this hang up straight away.
- ⚠️ Never allow anyone to remotely access your computer.
- ⚠️ If you are having issues with your computer, contact the retailer you purchased it from regarding service and repair. If you are having issues with your internet speed or service, contact your service provider for advice or support.
- ⚠️ Most broadband providers offer a free and easy test to measure the speed of your broadband service.
- ⚠️ Watch the Metropolitan Police's video on Computer Software Service Fraud at [www.met.police.uk/littlemedia](http://www.met.police.uk/littlemedia).

### REMEMBER

**Genuine computer service companies don't make these calls.**

### CAUTION

**Don't let anyone remotely access your computer.**

### THINK

**Why are they calling me, there didn't seem to be a problem?  
How do I know they are genuine?**

