



Financial Crime Trend Bulletin:

Tech Support Scam

2019-02-27

FRAUD: Recognize, Reject, Report

Purpose

This bulletin was prepared to warn Canadians about a fraud known as the Tech Support Scam.

Overview

Tech Support Scams start with a call or pop-up. Scammers often pretend to work for Microsoft, Google or Apple. Scammers will claim that there are security issues with your device. For instance, they tell you that there is a virus or threat on your device or that your device is sending out viruses or that you may lose your personal data. The scammers often request remote access to the device and will pretend to run a diagnostic test. They then try to sell you a repair service or anti-virus software. In the end, you pay for a service that was worthless and not needed as the computer was never infected.

Warning signs – How to protect yourself

- Be suspicious about unsolicited phone calls or pop-ups stating your computer/device is infected with a virus or a threat has been detected.
- Do not open or click on any link as malware could be installed.
- Always have your computer/device serviced by a reputable local business.
- Never allow an unknown person to gain remote access to your computer/device.
- Don't pay with a gift card or send any money.

If you think you or someone you know has been a victim of fraud, please contact the Canadian Anti-Fraud Centre at 1-888-495-8501 or report online at www.antifraudcentre.ca