Kent Fraud Alert System

Computer Software Service fraud

We have received reports from Kent residents of being contacted by criminals impersonating legitimate companies, such as your internet service provider (ISP) or Microsoft etc. to tell you that there's a problem with your computer.

They will say something like:

- there's a virus on your computer.
- or there is something wrong with your computer.
- or your router or internet connection are not performing properly.

The criminal might say that they can fix the problem for a fee or alternatively they can compensate you for the problem you are experiencing. What they really want is for you to unwittingly grant them remote access to your computer by installing software or visiting a particular website and for you to give them your payment details.

How to protect yourself

- Legitimate companies like Microsoft and Google will never cold call asking for remote access to your computer or for your financial details.
- Always be wary of unsolicited calls. If you're unsure of a caller's identity, hang up.
- Even if the caller can provide you with details such as your full name, don't give out any personal or financial information during a cold call. Never grant the caller remote access to your computer, never go to a website they give you and never install software because of the call.
- If you think you have downloaded a virus, consider having your computer looked at by a trusted technician to determine if malicious software was installed on your machine during the call.
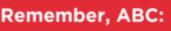
If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

Preventing fraud

Together, let's stop scammers.

Remember, ABC:

- never **A**ssume
- never **B**elieve
- always **C**onfirm

Get the latest scam advice: @KentPoliceECU

Kent Police

Contacting Kent Police

Report a non-urgent crime online **www.kent.police.uk/report**
Talk to us on LiveChat – available 24/7 **www.kent.police.uk/contact**
In an emergency, if crime is in progress or life is in danger call **999**
If deaf or speech impaired, text '**police**' and your message to **60066**

www.kent.police.uk