TO: **Tewksbury Township Seniors**

FROM: **Kathy Reddy, Senior Corner**

Re: Monthly Senior Scam – Clicking For Computer Tech Support Could Cost You

The next time you get a message offering to fix a supposed problem with your computer, you might keep this in mind: "if it ain't broke, don't fix it." Because there's a good chance that it is a **"Tech Support Scam."** The FTC announced a case against "Click4Suport" charging the company with fleecing people out of up to thousands of dollars per consumer.

According to the FTC, the company used search engine results and pop-up-ads, which seemed to come from well know tech companies, but did not. Those ads drove people to telemarketing centers. If you called, the reps would get remote access to your computer to "identify and resolve issues." Then the reps would make you believe that your computer had a virus, spyware, malware, or was otherwise compromised. The FTC says those claims were false.

The company sold their tech support "service" to consumers. That meant anything from a one time "fix" to long term service plans. The FTC estimates these fees added up to more than $17.9 million dollars for Click4Support. Big charges for unnecessary so called repairs which, in fact, sometimes damaged computers. If you see a pop-up, an ad, or get a call for tech support services, here are some ways to keep your money to yourself:

- Never give access to your computer to anyone who contacts you.
- Never give your credit card, bank information or passwords to anyone who calls you.
- Hang up on anyone who pressures you to pay for a computer security product or service. If you have concerns about your computer's security, call a reputable computer security company using a number you know is really theirs.
- If your computer needs repairs, contact someone yourself. Do not click "Tech Support" or any pop-ups offering to fix or service your computer.