



# Tech Support Scams

## Here's how they work:



You get a call or message from someone who says they're a computer technician. Or a number appears in a pop-up message on your screen. Or maybe you're looking for tech support and call a number you find in a search engine. The person on the phone says they're from a well-known company like Microsoft or Apple. And they tell you about viruses or other malware on your computer. Maybe they'll ask you for remote access to your computer or say you must buy new software to fix it.

But are they someone you can trust? Judging by reports to the Federal Trade Commission, no. Tech support scammers will try to sell you useless services, steal your credit card number, or get access to your computer to install malware, which could then let them see everything on your computer (including your account passwords).

## Here's what to do:

- 1. Hang up.** If you get an unexpected call from someone saying there's a problem with a computer — hang up, it's a scam. If you need tech help, go to someone you know and trust — and call them at a phone number you know to be true (the ones that show up in your search engine aren't always legit).
- 2. Pass this information on to a friend.** You might know these are scammers, but chances are, you know someone who doesn't.



Want to know more?  
Sign up for Consumer Alerts  
at **ftc.gov/ConsumerAlerts**.

...*Pass* it ON

## Please Report Scams

If you spot a scam, please report it to the Federal Trade Commission.

- Go online: **ReportFraud.ftc.gov**
- Call the FTC at 1-877-FTC-HELP (1-877-382-4357)  
or TTY 1-866-653-4261

Your report can help protect other people. By reporting fraud, you can help the FTC's investigators identify the scammers and stop them before they can get someone's hard-earned money. It really makes a difference.



**FEDERAL TRADE  
COMMISSION**

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