

Beware of computer support scams

Do you own a computer or any other type of digital device? If so, watch out for fraudsters who will try to steal your money or personal or financial information through computer support scams.

Common scams include:

- A cold caller claiming to be from a big company like Microsoft, saying there is a problem with your device and they need to access it to fix it.
- Unsolicited emails with attached security updates that are in fact viruses.
- Being asked for credit card details to validate your software.

Genuine computer companies won't call or email you out of the blue asking for personal or financial information or to fix your computer.

Follow this advice to stay safe:

- Delete suspicious emails without opening any attachments or replying to them.
- Hang up immediately on cold callers who claim there is a problem with your computer or ask you for personal or financial information.

If you are worried there may be a problem with your computer, you could:

- Contact the genuine company using the phone number on their paperwork or website.
- Ask for help at the shop where you bought it.
- Take it to a computer repair business that is member of the Buy With Confidence scheme. All Buy With Confidence businesses are vetted, approved and monitored by Trading Standards. Search at buywithconfidence.gov.uk or call 01392 383430.

If you are worried you have been scammed:

- Get advice from Citizens Advice on 03454 040506
- Report it to Action Fraud on 0300 123 2040

This article has been written by Devon, Somerset and Torbay Trading Standards Service
<https://www.devonsomersettradingstandards.gov.uk/>

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