

We would like to remind you of a computer scam that has been active for a number of years now, and still appears to be active in Nottinghamshire.

The scam is usually conducted in the following way.

The victim receives a phone call from an individual purporting to be from an IT company or similar. The caller usually informs the victim that they have received a report from the victim's computer or Internet Service provider of a problem with their computer.

The caller advises that if the problem is not addressed it could cause harm to the victims computer.

If the victim accepts this information the caller will ask to remotely access the computer to fix the problem, and instruct the victim to follow instructions to allow access.

However, the victim is unaware that there is nothing wrong with their computer and this allows the caller to access data from the victim's computer.

This scam can take many forms. The caller in some cases may state that they are calling on behalf of Microsoft – the caller may state that they are calling from various other companies such as 'Virgin Media', 'AVG' or from other online security companies. In many cases the caller will request payment for this 'service'. **In reality, none of these reputable companies ever contact users in this way.**

We would like individuals to remain vigilant when receiving phone calls from any individual purporting to be from any of the companies named above or any others.

Never provide personal information, such as credit card or bank details, to an unsolicited caller.

Ensure that security updates are installed regularly on your computer.

It is highly unlikely that Internet providers or Internet security providers will contact you via telephone to rectify a security issue with a householder/business computer. The security of the computer sits with the owner.

Message sent by Lindsay Donnelly (Police, Administrator, Nottinghamshire) dated 19 Apr 2012