

PRESS RELEASE

13TH May 2010

Ref: Bogus Microsoft Phone Call Scam

Over the last few weeks we have had a number of calls from customers who have had telephone calls from a bogus company claiming to be Microsoft, informing the consumer that their computer is infected with a virus.

The telephone operative then proceeds to walk the consumer through some steps which supposedly rectify the 'non-existent' problem. By carrying out these steps the telephone operative is adding malware to the customer's computer/laptop with the intention of getting bank/credit card information.

We would like to inform consumers that they will **never** receive a call from Microsoft or any other company and that knowledge of their system can never be obtained without the PC user's prior knowledge.

Every call of this nature is a **scam** and should be ignored!

We advise that all laptops and computers must be protected with a recognised internet security program and that this must always be kept up to date with the latest software patches.

If you have proceeded to follow out the instructions from this **telephone scam** then there is a good chance that your computer is infected and online banking should not be done until the system is checked by a reputable computer company.

Jade Technology in Warwick is offering **FREE** telephone advice to customers who have been targeted by this scam on our support line: 01926 499445.

We offer full virus detection/removal and are a Gold Level Reseller for AVG Internet Security.

Please contact either Adrian Symonds or Ian Turner on **01926 499445** to discuss this further.