

# Computer virus phone scam

A student/customer/friend of mine called me the other day asking for my opinion on a phone call she had had. Someone informing her that she had a serious virus on her pc and could she please help investigating the error. She was thank god nowhere near her pc but when she asked which one they hesitated and then said all. That seemed strange as I had only just cleaned her laptops, so she finished the call and called me.

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I have already been through this with my neighbour because with her they spoke Indian as they realised her language. But as she doesn't know anything about pc's and she told them so; but she did tell them when her daughter would be home. The phone rang again when her daughter came home and her daughter followed their instructions, because they were rather intimidating towards her. It wasn't until they asked for money that she realised something was wrong, it took me 2 hours to cure her system.

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The following is quotes from other people's websites. Click the link to see the whole article.

*Once the scammer has gained the computer owner's trust they direct them to a website and tell them to download a program that gives them remote access to the computer.*

*The scammer then takes control of the computer and claims to know exactly what the problem is and how to fix it. At this point the scammer requests payment of a fee.*

<http://www.southtyneside.info/article/12908/computer-virus-pho>

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The service has received reports of unsolicited phone calls from people purporting to be from Microsoft claiming there is a serious problem with their computer.

The householder is urged to download a programme to get rid of the "virus" and is asked for personal information and bank account details.

[http://www.wirralglobe.co.uk/news/8961405.Warning\\_over\\_computer\\_virus\\_phone\\_scam/](http://www.wirralglobe.co.uk/news/8961405.Warning_over_computer_virus_phone_scam/)

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The scam always starts the same way: the phone rings at someone's home, and the caller – usually with an Indian accent – asks for the householder, quoting their name and address before saying "I'm calling for Microsoft. We've had a report from your internet service provider of serious virus problems from your computer."

<http://www.guardian.co.uk/world/2010/jul/18/phone-scam-india-call-centres>

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A PC Pro reader was left startled after a customer support company rang his grandfather to tell him there was a virus on his PC, and then tried to charge him £185 to remove it.

<http://www.guardian.co.uk/world/2010/jul/18/phone-scam-india-call-centres>

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Internet users are being warned about cold-callers who offer to fix viruses but then install software to steal personal information.

<http://www.bbc.co.uk/news/uk-11754487>

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