



Computer Repair Scam

Members of the public receive a phone call from someone purporting to be an employee from Microsoft.

The caller attempts to get personal information from the victim.

The caller attempts to offer repairs over the internet, to fix the victims computer from running slowly or from viruses.

The caller offers to repair the computer over the internet which can involve customers allowing representatives remote access to their computer.

Payment for the software is handled via credit card which the caller then asks the victim to provide.

The caller then downloads software to access the computer remotely. Keyloggers or other malicious software can capture online banking user names and passwords, bank account information or identity information.