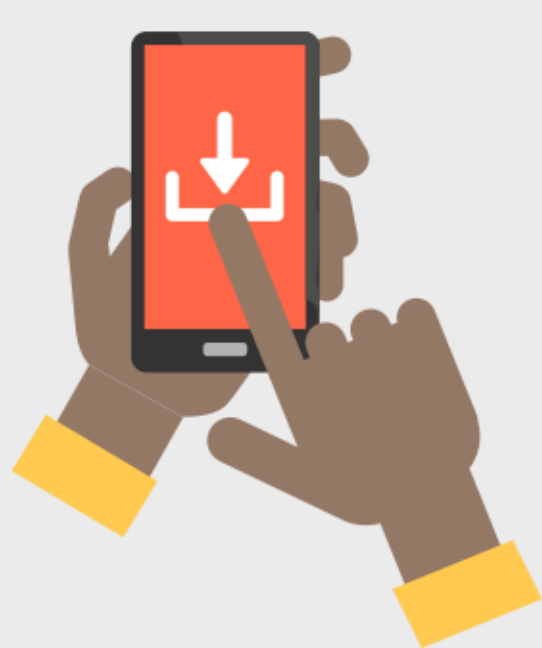


Tech support scams and how to avoid them

If you haven't experienced a tech support scam yet, chances are you know someone who has. As part of **National Cyber Security Awareness Month**, Microsoft has released the results of a new global survey. Findings from the survey include:



2 out of 3 people have experienced a tech support scam in the last 12 months.



1 in 5 consumers surveyed continued with a potential fraudulent interaction, which could mean they downloaded software, visited a scam website, gave the fraudsters remote access to their device, or provided credit card information or other form of payment.

Nearly 1 in 10 have lost money to a tech support scam.



Of those who continued with a fraudulent interaction, **17% of them were older than 55**, while **34% were between the ages of 36 and 54**.

50% of those who continued were millennials, between the ages of 18 and 34.



If someone claiming to be from a reputable software company, calls you:

- Do not purchase any software or services.
- Never give control of your computer to a third party unless you can confirm that it is a legitimate representative of a computer support team with whom you are already a customer.
- Ask if there is a fee or subscription associated with the "service." If there is, hang up.
- Take the person's information down and immediately report it to your local authorities.