



FOR IMMEDIATE RELEASE
City of Duluth Police Department

2030 North Arlington Avenue, Duluth, MN 55811
218-730-5400 | www.duluthmn.gov | Gordon Ramsay, Chief
of Police



For more information contact Ron Tinsley, Public
Information Officer 218-391-1510

DATE: 11/13/2014
NATURE OF INCIDENT: Scam Alert
CASE NO.:
INCIDENT DATE :11/13/2014
INCIDENT TIME:
INCIDENT LOCATION: Duluth, MN
SUBJECT: Scam Alert - Microsoft Scam
BY: DPD Public Information Officer Ron Tinsley (218) 391-1510

Avoid tech support phone scams

Cybercriminals don't just send fraudulent email messages and set up fake websites. They might also call you on the telephone and claim to be from Microsoft. They might offer to help solve your computer problems or sell you a software license. Once they have access to your computer, they can do the following:

- Trick you into installing malicious software that could capture sensitive data, such as online banking user names and passwords. They might also then charge you to remove this software.
- Convince you to visit legitimate websites (like www.ammyy.com) to download software that will allow them to take control of your computer remotely and adjust settings to leave your computer vulnerable.
- Request credit card information so they can bill you for phony services.
- Direct you to fraudulent websites and ask you to enter credit card and other personal or financial information there.

Neither Microsoft nor our partners make unsolicited phone calls (also known as cold calls) to charge you for computer security or software fixes.

Telephone tech support scams: What you need to know

Cybercriminals often use publicly available phone directories, so they might know your name and other personal information when they call you. They might even guess what operating system you're using.

Do not trust unsolicited calls. Do not provide any personal information.

Here are some of the organizations that cybercriminals claim to be from:

- Windows Helpdesk
- Windows Service Center

- Microsoft Tech Support
- Microsoft Support
- Windows Technical Department Support Group
- Microsoft Research and Development Team (Microsoft R & D Team)

Will Microsoft ever call me?

There are some cases where Microsoft will work with your Internet service provider and call you to fix a malware-infected computer—such as during the recent cleanup effort begun in our botnet takedown actions. These calls will be made by someone with whom you can verify you already are a customer. You will never receive a legitimate call from Microsoft or our partners to charge you for computer fixes.

More information

For more information about how to recognize a phishing scam see:
<http://www.microsoft.com/security/online-privacy/msname.aspx>

