

Greetings fellow York  
Countians,

This is a Fraud Alert issued by the York County Elder Abuse Task Force. Periodically, members of the York County District Attorney's office who prosecute these devastating financial crimes will offer warnings about the latest financial scams targeting seniors here in York County. Educating seniors about financial fraud is a top priority of the York County Elder Abuse Task Force. With that in mind, we want every senior in York County to remember the **3 Rs**: **R**ecognize a potential scam; **R**efuse to make any hasty decisions; and **R**eport suspicious activity to police. Stay safe and feel free to contact District Attorney Dave Sunday at the District Attorney's Office (717-771-9600) with any questions.

Dave Sunday  
District Attorney



## FRAUD ALERT – Tech Support Scams

Computers are an integral part of our daily lives. We rely on them to pay bills, conduct business or schoolwork, and contact friends and family. Unfortunately, scammers try to take advantage of Americans by causing confusion and doubt about the security of their devices.

Recently, the FTC discovered scammers are contacting computer users pretending to be with the FTC and asking for remote access to the user's computer. These scammers are calling specifically about the FTC's Advanced Tech Support refund program. Advanced Tech Support, also known as Inbound Call Experts, used high-pressure sales pitches to market tech support products and services by falsely claiming to find viruses and malware on people's computers. These scammers pretending to be with the FTC are attempting to gain access to your computer in order to give you money, but it is a scam.

These kinds of scams, where imposters ask for remote access to your computer, are called "tech support scams," and they exist in many forms. They may pretend to be with a major tech company, like Microsoft or Apple, and then use a number of tech terms to confuse users. They may try to trick you into installing malware, sell you worthless software, attempt to gain access to your computer over the Internet, or direct you to websites requesting your credit card number or other personal information. They may also ask you to pay them with gift cards or prepaid debit cards. If anyone calls and attempts to use any of the above tactics, it's almost certainly a scam.

In the case of the FTC's Advanced Tech Support refund program, all checks have already been mailed to those affected. The FTC is no longer accepting any new claims. The scammers have told people to call if they have questions, but the number they give is fake. The only number to call regarding the real Advanced Tech Support Refund program is 877-793-0908.

The FTC and its refund administrators will never request remote access to your device, or ask you to pay to receive a refund. Any caller who does is a scammer. If you get a similar call, hang up and report it to the FTC.

If you find a scam, report it to the FTC at [ftc.gov/complaint](http://ftc.gov/complaint) or by calling 1-877-FTC-HELP.

