

## Police issue warning for computer service fraud (3<sup>rd</sup> November, 2020)

Nottinghamshire Police are seeing an increase in reports from a scam referred to as 'Computer Software Service Fraud' and have issued a warning to residents.

The force have received an increase in reports from Action Fraud where a cold call has claimed to need you to take an action on your computer, this then leads remote access to your device and often financial loss.

Increasing numbers of reports are being made to Action Fraud where the caller may say they are either your network provider or Amazon Prime calling because there is an issue with your internet, Amazon Prime subscription or account. Sadly these have increased during the Covid-19 pandemic.

The caller persuades the victim to download and connect to a Remote Access Tool which allows the caller to gain control, sometimes this is done without the victim knowing as they may have also been requested to key details within their internet browser.

They may know information about you that makes it seem more believable such as your address or account details; however these companies will never contact you via a phone call if there are problems with your internet/account. The caller may give you instructions to go on your computer or another device that will lead to them being able to remotely access it without your knowledge, and then ask you to check your online banking which would give them complete access to all your account information.

Kirsty Jackson, the force's Cyber Protect and Prevent officer said: "Although other forces both regionally and nationally have been targeted by this scam, these aren't going away as Nottinghamshire are being continuously targeted with this scam. This has been our biggest trend within our Cyber Crime Unit and the tactics used mean anyone of any age can be targeted and fall victim to this scam. Sadly many victims across Nottinghamshire have claimed they wouldn't usually fall for scams like this and only fell victim due to either having a bad day or from being distracted at the time of the call.

It's so important to share these warnings with others to help protect Nottinghamshire residents from falling for this type of scam, the impact to a victim of this type of crime is both financial and emotional."

Never:

- Give remote access or install any software on a device that the cold callers tells you to
- Give out bank details to cold callers
- Call back numbers given by cold callers, use a number you know to be genuine e.g. the number off the back of your card

Remember:

Your network provider, Amazon or other companies like these will never ask you for personal details over the phone or ask you to do anything on your computer.

If you have fallen victim to a scam, be particularly wary of cold callers promising to get your money back for you or checking over your computer for you after remote access.

Find further details on our website. Please refer to our 'Online Safety Checklist' here for more tips on protecting yourself online and from Fraud here:

[www.nottinghamshire.police.uk/cybercrime](http://www.nottinghamshire.police.uk/cybercrime)

If you believe that you have been scammed by a call like this then please report the incident to Action Fraud, the UK's national fraud and cybercrime reporting centre, on 0300 123 2040 or via [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

If you think you've lost money through this scam, please call us on 101 so we can preserve evidence as quickly as possible. We cannot reply to direct messages on this platform.

Other Articles relating to this scam:

- [www.nottinghamshire.police.uk/news-article/force-offer-scam-advice-following-increase-software-service-fraud](http://www.nottinghamshire.police.uk/news-article/force-offer-scam-advice-following-increase-software-service-fraud)
- [www.actionfraud.police.uk/alert/scammers-target-people-with-amazon-prime-scam](http://www.actionfraud.police.uk/alert/scammers-target-people-with-amazon-prime-scam)
- [www.actionfraud.police.uk/a-z-of-fraud/computer-software-service-frauds](http://www.actionfraud.police.uk/a-z-of-fraud/computer-software-service-frauds)

***Message Sent By***

Kirsty Jackson (Police, Staff, Notts)