Microsoft

Tech Support Scams and How to Protect Yourself

Microsoft is releasing the results of a new global survey, which examined the scale and impact of tech support scams, to raise awareness among consumers about this type of fraud and help them better protect themselves. Findings from the survey include:

**3 out of 5 consumers have encountered a tech support scam in the last 12 months.**

1 out of 5 consumers were lured into continuing with the scam, often leading to victims losing hundreds of dollars to the fraudsters.

Millennials (24-37) and Gen Zers (18-23) have the highest exposure to tech support scams.

1 out of 10 Millennials, and 1 out of 10 Gen Zers, that encountered a scam, fell for it and lost money.

76%
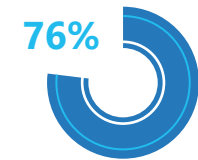
76% of those who continued with a scam reported suffering from moderate to severe stress due to the fraudulent interaction.

Be wary of any unsolicited pop-up message on your device, don't click on it, and don't call the number.

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.

Protect Yourself

While these scams are not going away, the best thing you can do to help protect yourself is to educate yourself. If you receive a notification or call from someone claiming to be from a reputable software company, here are a few key tips to keep in mind:

If you think you may have been the victim of a Tech Support Scam, report your experience at www.microsoft.com/reportascam and also file reports with law enforcement authorities, such as your local consumer protection authority.

Microsoft will never proactively reach out to you to provide unsolicited PC or technical support. Any communication we have with you must be initiated by you.

If you're ever unsure about whether or not Microsoft is trying to contact you, hang up and contact Microsoft directly at the Microsoft Answer Desk www.support.microsoft.com.