

WATCH OUT FOR

A virus warning with a number? It's a scam.

A pop-up, call or email says your computer has a virus or your account was hacked. The “technician” wants remote access or a payment.

WARNING SIGNS

- A pop-up that locks your screen and shows a phone number
- A call from “Microsoft,” “Apple” or your bank’s “fraud team”
- A request to install an app so they can see your screen
- Payment by gift cards, wire, crypto or a bitcoin ATM

REMEMBER

Real tech companies won't call you or ask you to call a number in a pop-up.

Close the browser. If it won't close, restart the computer.

IF THIS HAPPENED TO YOU

- 1 Hang up or close the window. Don't call the number.
- 2 If they got into your computer, disconnect it from the internet.
- 3 Change your passwords from a different device.
- 4 If you paid, call your bank. Report it at ReportFraud.ftc.gov.

OFFICIAL PLACES TO REPORT AND GET HELP

FTC

1-877-FTC-HELP (1-877-382-4357)
reportfraud.ftc.gov

FBI IC3

ic3.gov

Hotlines and help in your state: aiprotection.org/stay-safe