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FOR IMMEDIATE RELEASE

Consumer Avoids Falling Prey to Microsoft Scam Provides Detailed Information to OAG of Phone Call

October 11, 2013- Tamuning, Guam- A local consumer was called numerous times by a female in late September from phone number 00 000 0001, trying to trick him into believing she worked for “Best Support Service Provider” in support of Microsoft products. She claimed that for a reasonable cost, she would be able to “tweak and optimize” the consumer’s computer system.

At no time did the consumer follow the scam artist’s instructions; in fact, he never even glanced at his computer.

“I am glad to know people are suspicious of calls like this, it is better to err on the safe side than to be duped of personal information or hard-earned money,” said Attorney General Leonardo M. Rapadas.

The consumer entertained the scam call for a few minutes, and then pretended to need to use the restroom. The consumer asked the caller for her telephone number so he could call her back. She ignored him and continued on about another “Best Support Solution.” The consumer then began speaking to the scam artist in Chamorro, which ended the conversation.

“I’d like to praise the consumer for playing it smart; he did not answer any of the caller’s questions with factual information, but managed to keep her on the line long enough to attempt to obtain information that is critical for the possible investigation into scams such as these,” AG Rapdas said.

“We need to remember that these scam artists want your personal info or access your personal contact list so they can scam not only you but also your friends, relatives or colleagues out of their money or personal information,” said Bernie Alvarez, Consumer Advocate for the Office of the Attorney General.

To report scams, email Balvarez@guamag.org or call 475-3324 ext. 3660.