LEONARDO M. RAPADAS
Attorney General

PHILLIP J. TYDINGCO
Chief Deputy Attorney General

OFFICE OF THE ATTORNEY GENERAL

Scammers Aim to Gain Remote-Access to Consumers' Computers

August 21, 2013-Tamuning, Guam- Reports of Microsoft Office-related scams have once again resurfaced and Attorney General Leonardo M. Rapadas urges the public to continue to ignore these phone calls that aim to glean personal information off of your computer.

Scammers claiming to call on behalf of Microsoft Windows Office "technical support," from an unknown number, 180-088-4777 or 1-800-345-4323, will inform the local consumer that there is a "virus" that has infected their computer and is sending "error" messages to their technical support center. The caller then proceeds to coax the consumer into logging on to their computer and granting the caller remote-access so they can "fix" the problem.

"This is a guise for scam artists to glean all kinds of information off of your computer, whether it is your personal information like bank account numbers, passwords or login identification; or personal information of people known to you," said AG Rapadas.

AG Rapadas urges island residents to immediately hang up if calls such as these are received.

"We have received reports of consumers completing the caller's instructions and were amazed to see the computer mouse move across the screen as the caller navigated his way through their computer system," said Consumer Protection Unit Advocate Bernie Alvarez.

By allowing remote access into your computer, that is, providing the caller access into your computer from a location other than your physical one, you are essentially opening a gateway for them to rob you of all the information stored in your computer. This includes bank account numbers, mailing address, credit card numbers, passwords that you use to log on to different websites, and anything else that may be stored in your computer's memory.

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590 S. Marine Corps Drive, Ste. 706 Tamuning, Guam 96913
Phone: (671) 475-3324 • Fax: (671) 477-4703 • www.guamag.org

Please report scams such as this to Bernie Alvarez, Consumer Protection Unit Advocate for the Office of the Attorney General at 475-3324 ext.3325 or email her at balvarez@guamag.org.

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Contact:
Carlina Charfauros
ccharfauros@guamag.org
475-3324 ext.5020