



PRESS RELEASE

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Colorado Attorney General Cynthia H. Coffman Warns Consumers about Tech Support Scams

DENVER – Colorado Attorney General Cynthia H. Coffman is alerting Colorado consumers about an increase in scams involving unsolicited phone calls or pop-up computer messages warning that their computer has been infected by a virus. In these swindles, consumers can be charged thousands of dollars to have their computers “diagnosed” and imaginary virus removed.



“These deceitful individuals are preying on the fears of Coloradans by selling fraudulent services for exorbitant fees,” said Attorney General Coffman. “Additionally, these scammers can use the consumer’s credit card information to take advantage of the buyer a second time.”

Legitimate computer or software businesses – including companies that provide valid security and anti-virus software – will never contact consumers directly and attempt to sell diagnostic or computer repair services in this manner. Coloradans are encouraged to hang up on these phony telemarketers or to immediately delete any pop-up messages touting these services.

Consumers should **NEVER** allow strangers to gain remote access to their computer. A scammer could do untold damage and steal personal or financial information to commit even more fraud. [Some other tips](#):

- If a computer problem is suspect, contact the help number that comes from the manufacturer or contact a local computer repair company.
- Keep all security software installed, up-to-date and turned on.
- Make sure firewall and pop-up blocker are working on all devices to prevent malicious pop-up messages.

If you believe you have been a victim of one of these tech support scams, or would like to report suspicious activity, please file a report at www.stopfraudcolorado.gov or call 800-222-4444.

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