

# “I’m Calling You about a Virus on Your Computer”

*Did you receive a call unexpectedly from a person warning you about an issue with your computer that you were unaware about until you received the call? The caller urges you to act now to fix the issue otherwise you’re at major risk. This is a scam, don’t be deceived.*

## How does the computer virus scam typically work?

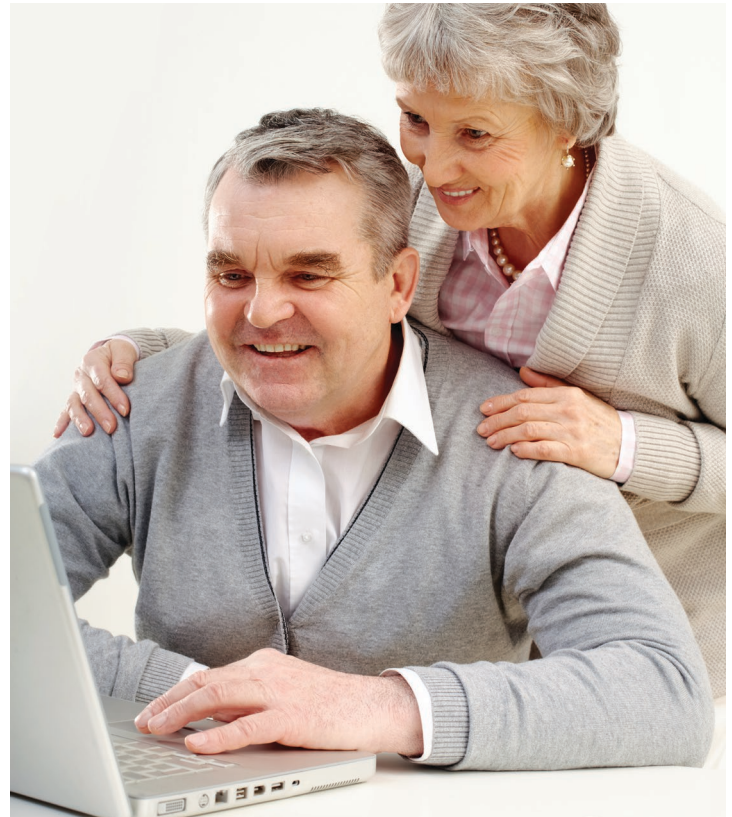
- You receive an unexpected call from an unknown person. The caller warns you that your computer has a virus.
- The caller then claims that they are from a technical support area that identified the issue with your computer.
- The caller then offers to fix the problem now for you.
- The caller gives you directions on where to look on your computer, in some instances, asking you to download a piece of software.
- The software downloaded could be a spyware that gives the caller remote access to your computer, including records and passwords.
- The caller helpfully shows you where the alleged virus is on your computer.
- The caller then offers to sell you a six or twelve month computer service contract that he claims is meant to help protect you and your computer.
- If you agree, the caller requests for your credit card details or asks you to pay by electronic money transfer.

What you don’t realise is that there was no virus in the first place. However, the scammers may have uploaded spyware onto your computer along with processing transactions on your credit card.

**You work hard for your money; never let a few minutes with a scammer take from you what has taken years or a lifetime to earn. Learn more on how to help protect you from fraud by visiting [westernunion.co.nz/nz/consumer-protection](http://westernunion.co.nz/nz/consumer-protection).**

*Sr. Sgt. Iain Chapman of Financial Crime Group New Zealand Police states “if it is too good to be true it probably is - if in doubt seek professional advice”.*

**Useful scam prevention advice at**  
<https://www.youtube.com/watch?v=kDt4SEvQZWK>



## Tips to Avoid Falling Victim to the Computer Virus Scam- Protect Yourself

- **Never act** on an unexpected call from an unknown person that claims you have computer virus issues.
- **Never give** your banking or credit card information to unknown individuals or businesses.
- **Never download** software suggested by unknown callers.
- **Do your research.** Check out the company that contacted you with trusted Government sources, such as Law Enforcement or Consumer Affairs – visit [www.scamwatch.govt.nz](http://www.scamwatch.govt.nz)
- **Never send money** to someone you have not met in person.

**Wayne Howarth of Western Union advises “Awareness is the best defense against scams”. These scams can be convincing, but it’s important to check with your local law enforcement or government department like Consumer Affairs.**

**To learn more about common scams, visit our website at [westernunion.co.nz/nz/consumer-protection](http://westernunion.co.nz/nz/consumer-protection) along with New Zealand Department of Consumer Affairs at the above address.**

