

*Harrisonburg*  
VIRGINIA



POLICE DEPARTMENT  
101 North Main Street  
Harrisonburg, Virginia 22802  
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Chief Stephen P. Monticelli

For Immediate Release  
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## Tech Support Scams

In the past week, the Harrisonburg Police Department has taken multiple fraud reports involving technical support scams. The scammers send messages to or call the victims claiming to be computer techs associated with well-known companies like Microsoft. These scammers take advantage of citizens' concerns about viruses and other threats, and may offer refunds for previous tech support from their company. The victims can be tricked into giving the scammer remote access in order to "correct" their computer problems. They may also be tricked into paying for unnecessary software. In the recent reports, victims were instructed to make payments for the tech support via Western Union money transfers; the funds were to be sent out of the country.

The Harrisonburg Police Department is asking citizens to be aware of scams like these. Citizens are cautioned to never provide credit card/financial information or control of a computer to a third party who calls or makes contact out of the blue. If a call is received from someone who claims to be tech support, the citizen should hang up and call the company at a phone number known to be genuine. For computer concerns, citizens should call their security software company directly using a known/reliable number.

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