

If you receive an unsolicited phone call or a pop-up window appears on your computer screen claiming to be with a computer tech support company, don't engage!

70% of Coloradans 50+ have been approached by this type of scam. It is also one of the most common scams reported to the ElderWatch helpline. The "support company" says they can help fix your computer, but in reality they just cause more problems, from installing malicious software to obtaining bank account numbers and other personal information.

If you receive an unsolicited call from someone claiming to be with "Microsoft" or another computer company or a pop-up window appears on your computer instructing you to call for support, remember the following:

- Hang up the phone or shut down your computer
- Never provide your credit card number or other financial information
- Never give control of your computer to a third party
- If you received a pop-up, update your anti-virus software
- If you received a phone call, don't engage with future unknown callers
- Report the call to ElderWatch and share information about the scam with friends and neighbors

If you allowed a scammer to access your computer, make sure to immediately change passwords to critical accounts. You should also contact a reputable support company to check your computer for malicious software. If you shared your financial information with the scammer, contact your bank or credit card company. Call AARP ElderWatch if you have any questions.

**Recognize,
Refuse,
Report!**

**Call us
Monday–Friday,
9 a.m.–4 p.m.**

800-222-4444
Option 2



800-222-4444

Denver Metro Area
303-222-4444

www.aarpelderwatch.org