

Kent Fraud Alert System



TO STOP FRAUD™

Software Service Fraud

We have received reports this week from Kent residents being targeted by this scam.

But what is it?

Computer software service fraud occurs when fraudsters posing as legitimate companies, such as your internet service provider (ISP) or Microsoft, call to tell you that there is a problem with your computer.

They will say something like, there is a virus on your computer or there is something wrong with your computer or your router or internet connection are not performing properly. They might say that they can fix the problem for a fee, or alternatively they can compensate you for the problem you are experiencing. What these fraudsters really want is for you to unwittingly grant them remote access to your computer by installing software or visiting a particular website and for you to give them your payment details.

Legitimate companies like Microsoft and Google will never cold call and ask you for remote access to your computer or for your financial details. They advise anyone who receives such communications to hang up the phone.

If further assurance required, individuals can contact the firm directly using the phone numbers obtained from their contract or other trusted sources.

Preventing fraud

Together,
let's stop
scammers.



Remember, ABC:



never Assume



never Believe



always Confirm



If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

For further information about Fraud, visit our website at [Advice about fraud | Kent Police](#)

You will also find valuable information from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)



**Kent
Police**

Report a non-urgent crime online www.kent.police.uk/report

Talk to us on LiveChat – available 24/7 www.kent.police.uk/contact

In an emergency, if crime is in progress or life is in danger call **999**

If you have a hearing or speech impairment, use our textphone service **18000**.
Or text us on 999 if you've pre-registered with the emergency SMS service.

www.kent.police.uk

