



COUNTY OF SANTA CRUZ

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PRESS RELEASE

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SENIORS WARNED ABOUT MICROSOFT SCAM

The Santa Cruz County Division of Adult Protective Services is warning senior residents to be advised about a scam that continues to cost members of our community a significant amount of money and stress.

If seniors receive a phone call from someone pretending to be with Microsoft (or another computer company) saying you are owed a refund for prior services, it is almost certainly a scam. Victims report being asked to grant remote access to their bank account before being told the refund was excessive and to return excess payments via gift card or wire transfer.

If you get this call, HANG UP! If you have been a victim of this scam, tell your bank right away, and report to Federal Trade Commission at www.ftccomplaintassistant.gov.

Call Santa Cruz County Adult Protective Services (831) 454-4101 for help, if you have questions, or want more information.

Remember:

- 1) Never give a caller remote access to your computer
- 2) Legitimate companies will never ask you to pay them using gift cards
- 3) Never call the number in a virus alert 'Pop-Up' on your computer