Information Security E-newsletter

June 2020 | Issue 20.06

produced by
BankOnITUSA®

Technical Support: Friend or Foe?

Thousands of Americans are working from home with unfamiliar work and equipment setups. Scammers are taking advantage of this by deploying technical support scams. Victims receive a fraudulent email or phone call from someone posing as an official technician from Microsoft or other well-known technology firms. Scammers use this position of faux authority to pressure victims into releasing sensitive financial or personal information.

How do you avoid falling for this scam, especially when your chances for genuinely needing technical support may be increased? The following are indicators of common technical support scams:

- **20 Questions** - Is a caller asking you 20 questions about personal or customer information? Name, phone number, address or social security number to "confirm current information"? There's nothing funny about this game. Never provide identifying information over the phone unless you can verify the other caller and they are a trusted individual.

- **Unsolicited Calls** - If you receive an unsolicited call from tech support personnel, exhibit caution. Most technology companies will not contact you unless you have engaged them first.

- **Your Software is Outdated** - Have you received a call from a "technical expert" warning your software is out of date and you must act immediately? Creating a sense of urgency is common red flag of scam-related behavior.

- **Payment Due** - Similar to the outdated software tactic, scammers will notify you about an expired license or program. If you don't pay for a license or program immediately, you could face harsh legal action – so they say. Be aware of any person using urgency to pressure you into providing personal or financial information.

BankOnIT's Vice President of Help Desk frequently tells clients to "be suspicious. As a banker you should always be suspicious about anyone calling you asking for information."

When in doubt, hang up and call back the technician at a number you have for the company. For more information, contact BankOnIT at 800.498.8877, or Solutions@BankOnITUSA.com.

Copyright © 2020 BankOnIT, L.L.C.
Disclaimer: This publication attempts to provide timely and accurate information concerning the subjects discussed. It is furnished with the understanding that it does not provide legal or other professional services. If legal or other expert assistance is required, the services of a qualified professional should be obtained.