

The awful, fast-growing tech scams fleecing the elderly out of millions

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| <p>Notes & Cues:</p> | <p>Article:</p> <p>The phone rings, and the person on the line claims to be calling from a trustworthy tech company like Microsoft or Apple. There's a problem with your computer, he says — perhaps it's infected with viruses or infiltrated by hackers — but he's happy to work with you to clean things up for a fee.</p> <p>If you ever get such a call, it's a scam, and experts say you should simply hang up. Tech companies simply won't call you to offer services to fix your computer, nor will they pop up messages in your web browser offering help eradicating malware.</p> <p>But in 2018 alone, people reported losing \$55 million to tech support scams, according to the Federal Trade Commission (FTC), and people age 60 and older were about five times more likely to report losing money to such fraudsters. Such scams are now considered among the fastest growing internet-based frauds, according to the FBI.</p> <p>Alex Quilici, the CEO of YouMail, suggests people get in the habit of letting unknown calls go to voicemail and talk to their older relatives about watching out for fraud. "You just have to teach your family members to figure out that's likely a scam, " he says.</p> |
| <p>Summary:</p> | |