

# TS Alert Information

## Sent By

Trading Standards Advice and Education  
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(MR 366158)

## Message

Kent Trading Standards have received information of a scam telephone call where the caller claims to be able to repair your computer; the caller claims that your computer has a virus and that they need to take control of the computer remotely to resolve the issue.

This is done for a fee that they ask you to pay over the phone; the caller will then ask you for details on your computer so they can remotely take control.

On this occasion the caller took control of the computer, the consumer could see that they had taken control and had started accessing other people's bank accounts, taking money from them. The consumer questioned them and when they refused to answer the questions, the consumer removed the internet cable to prevent further access.

If you are considering work in or on your property it is always best to get at least a couple of quotes from traders. You can find reputable traders on the "Buy With Confidence" good trader scheme run by us. Our officers vet all traders on the scheme for trustworthiness and to ensure they comply with consumer protection laws. Or, ask for recommendations from friends or family.

To report any concerns you have or for details of Buy With Confidence traders call Trading Standards via Citizen Advice Consumer Service on 08454 040506. You can also visit [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk) for a list of traders.

## Expiry Date

*The normal period for validity of messages will be seven days*

## Distribution

Messages are not confidential and can be used for public distribution

## Signed

M WALTERS

## Date

12/02/2013