

## December 2018 Security Newsletter / "*Fraudster Accesses Member's Computer*"

A GCCU member recently received a phone call saying he was due to receive a credit refund from Microsoft, the computer software company. The caller, named Jack, said he worked for [RightHelpDesk.com](http://RightHelpDesk.com), which was hired by Microsoft to deliver the refund. Jack told our member that a software purchase they made roughly two years ago for \$199.00 was no longer supported by Microsoft, and they needed to send a reimbursement.

Our member vaguely recalled making the purchase in question, so they felt the call was legitimate. As Jack was speaking, our member Googled the website [RightHelpDesk.com](http://RightHelpDesk.com) and found their website which further added proof in our members mind that this was on the "up and up". Jack directed our member to use a program which would allow Jack to remotely view their computer to assist him in processing the refund. Our member was initially reluctant, but Jack was insistent, stating that Microsoft had a moral obligation to repay the money. Finally, our member relented to Jack's aggressive pressure tactics and agreed.

Once Jack had remote access to the computer he said he could deposit the refund directly into our members GCCU account. Jack was very convincing, and our member signed into their account online while Jack viewed everything from his computer miles away. Jack assured our member that the Microsoft refund would appear in the account within a few days.

Two days later, Jack called our member again, stating he had accidentally credited \$2,000.00 into the account rather than the expected \$199.00. Utilizing his aggressive and threatening tactics again, Jack demanded the member repay the overage. He provided our member detailed instructions on how to send funds via *Money Gram* from a local Walmart. Though logic told our member this was a very bad idea, Jack was persuasive and persistent, reminding our member that the money did not belong to them. Eventually our member complied and sent the money to Jack.

Later, Jack called again and demanded more money. Our member thought, "*Why does Jack keep contacting me? Why can't I get this resolved?*" In a later interview we had with our member, they said, "*I could not overcome...the pressure I was under.*" Ultimately, our member lost more than \$5,000.00! A police investigation into the case was unable to recover any of the funds.

During our investigation, the member offered advice to others who might find themselves in a similar situation, "*They have to reject it at the point of entry...*" That's a simple way of saying when something doesn't seem right and you feel uneasy, you should listen to that little voice in your mind.

If a stranger calls and attempts to get you to grant them access to your computer, **DON'T do it**. If you get an uncomfortable feeling when asked to do something, simply hang up. You very well may save yourself a lot of headaches and more importantly, a lot of money.

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