

FRAUD ALERT: Microsoft “employee” attempts to infiltrate firm’s computer systems

Please be aware of the following scenario that may affect the security of your office’s computer systems. A member received a phone call through their “Direct-in-dial” telephone system from an individual who claimed to be from Microsoft. The member was “informed” that their computer was infected with multiple viruses, and that they needed to download a program that would correct the problem. Uncertain as to the validity of this interaction, the member asked the individual to hold the line while they confirmed the problem and proposed solution with the firm’s IT employee. Upon arriving, the IT person found that the “Microsoft” contact was no longer on the line. Furthermore, the phone number that appeared on the call log was only nine digits long and did not begin with a conventional area code, which is often the display pattern seen from scam telemarketers.

It is believed that this is a scam attempt to have organizations download a Trojan virus, infecting your computer systems with malware (software designed to infiltrate and steal sensitive information from computer systems).

As a general rule with most types of scams, legitimate government agencies, lottery corporations, social network sites and financial institutions will not casually contact you by telephone or email. Computer viruses are not remedied by individual telephone calls from corporations such as Microsoft – you will instead receive automated virus notifications through your computer system/terminal itself. For more information, read the following [warning from the Microsoft website](#).

If you do receive such a telephone call, contact your firm’s IT person immediately and, as always, report this incident to the alerts RPM program.

*To report or seek advice on dealing with fraud and scam attempts, contact **Cynthia Nield** at cnield@lians.ca, or 902 423 1300, x346.*