

OFFICIAL – PARTNERS

Rise in Computer Software Service Fraud

Published on 9th December 2020

Reference 20201209

FRAUD ALERT

Rise in Computer Software Service Fraud



Summary

Published on 09/12/2020

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Fraudsters are taking advantage of the COVID-19 pandemic to commit Computer Software Service Fraud (CSSF), as the UK public continue to stay at home and utilise the internet more as a result of ongoing restrictions.

2,007 reports were made to Action Fraud in November 2020 in relation to CSSF, with a total loss of £2,148,976. This is a 22% increase in reporting compared to the previous month.

Suspects cold call victims, or use a 'pop up' window, purporting to be calling from well-known broadband providers primarily, claiming that victims have problems with their computers, routers, or internet.

The suspect persuades the victim to download and connect via a Remote Access Tool (RAT), allowing the suspect to gain access to the victim's computer or mobile phone. Victims are persuaded to log into their online banking to receive a refund as a form of compensation, allowing the suspect access to the victim's bank account, and the ability to move funds out of the victims account into a UK mule account.

There has also been an increase in the variety of service providers being impersonated, with multiple providers being affected.

What you need to do

Always remember

- Genuine organisations would never contact you out of the blue to ask for personal or financial details, such as your PIN or full banking password.
- Never install any software, or grant remote access to your computer, because of a cold call.
- Don't contact companies promoting tech support services via browser pop-ups.
- Hang up on any callers that claim they can get your money back for you.

If you have been a victim

- If you have made a payment, contact your bank immediately. They can help you prevent any further losses.
- If you granted remote access to your computer, seek technical support to remove any unwanted software. If you need tech advice, look for reviews online first or ask friends for recommendations.

For more information about how to protect yourself online, visit
www.cyberaware.gov.uk and takefive-stopfraud.org.uk

Every Report Matters

If you have been a victim of fraud or cyber crime, report it to us at Actionfraud.police.uk, or by calling 0300 123 2040.