

Tech Support Phone Scam Call Transcript

Scammer: Hello, this is Michael calling from Microsoft Technical Support Department. Am I speaking with Alison?

Victim: Yes, this is Alison.

Scammer: I'm calling you today because our servers have detected suspicious activity from your computer. Your Windows computer has been sending us alerts about multiple viruses and malware that are compromising your system and your personal information.

Victim: Really? I haven't noticed any problems with my computer.

Scammer: That's the concerning part, ma'am/sir. These sophisticated viruses are designed to operate in the background without you noticing them. They can steal your personal information, banking details, passwords, and even monitor your webcam. According to our records, your computer has been infected for approximately 10 days now.

Victim: Oh my, that sounds serious.

Scammer: It is extremely serious. This malware can give hackers complete access to all your files and personal information. Fortunately, I can help you resolve this issue right now if you're in front of your computer. Are you near your computer at the moment?

Victim: Yes, I'm sitting at my desk now.

Scammer: Perfect. I'll guide you through some steps to check your system and remove these harmful programs. First, I need to verify that we're looking at the right computer. Can you tell me if you're using a Windows PC?

Victim: Yes, I have a Windows computer.

Scammer: Great. I need you to look at your keyboard. Do you see a key with the Windows logo on it? It's usually in the bottom row between the Ctrl and Alt keys.

Victim: Yes, I see it.

Scammer: Good. I want you to press that Windows key and at the same time press the letter R as in Romeo. This will open a Run dialog box. Can you tell me when you see that box appear?

Victim: Yes, I see a small box that says "Run" at the top.

Scammer: Excellent. Now, in that box, I need you to type exactly what I say. Please type: E-V-E-N-T-V-W-R. That's "eventvwr" with no spaces. Let me know when you've typed that.

Victim: Okay, I've typed "eventvwr" in the box.

Scammer: Now press Enter on your keyboard. This will open the Event Viewer, which shows us diagnostic information about your system. A new window should open with a list on the left side.

Victim: Yes, I see a window with a list on the left.

Scammer: Now, look on the left side and click on "Windows Logs" and then click on "Application." Do you see a list of events on the right side of the window?

Victim: Yes, there's a list with dates and times.

Scammer: What you're looking at now is your computer's error log. Do you see any entries with a red circle with an X, or yellow warning triangles?

Victim: Yes, there are quite a few yellow and red warnings in the list.

Scammer: This is exactly what I was concerned about. These error messages indicate that your computer has been compromised. Each one of these errors represents a potential security breach or malware intrusion. This is much worse than I initially thought. How many of these warnings and errors can you see?

Victim: There are lots of them. Maybe 20 or 30 that I can see.

Scammer: This confirms what our servers detected. Your computer is severely infected, and your personal data is at extreme risk. These errors show that hackers have already gained access to your system. Do you do online banking or shopping on this computer?

Victim: Yes, I do both.

Scammer: I'm very concerned about your financial security then. The good news is that we can fix this right now. I just need to connect to your computer remotely to remove these viruses and secure your personal information. This is a free service Microsoft provides to protect our valued customers.

I need you to open your web browser and go to a secure connection website. Can you open your browser for me?

Victim: Okay, my browser is open now.

Scammer: Good. Now in the address bar at the top, I need you to type: www.anydesk.com. That's A-N-Y-D-E-S-K dot com. Let me know when the website loads.

Victim: Okay, the website has loaded. It says AnyDesk at the top.

Scammer: Perfect. This is a secure remote assistance tool that Microsoft technicians use to safely connect to customers' computers. Now you should see a download button. Please click on that to download the small connection tool.

Victim: It's downloading now... Okay, it's finished downloading. Should I open the file?

Scammer: Yes, please open it. When it opens, you'll see a 9-digit number code. This is your computer's unique identification number. Can you tell me that number?

Victim: Wait, I'm not sure if I should share access to my computer. How do I know you're really from Microsoft?

Scammer: I understand your concern for security, which is commendable. That's exactly why I'm calling – to protect your security. I'm a certified Microsoft technician, and this is an official security

alert from our servers. If you prefer, I can provide you with my Microsoft employee ID and support case number for your records.

The danger here is that every minute we delay, hackers could be stealing more of your information. This remote connection is completely secure and temporary – I'll only use it to remove the viruses and secure your system. You'll be able to see everything I'm doing on your screen.

Victim: Well, what exactly will you do once you connect?

Scammer: First, I'll run a complete system scan to identify all the infected files. Then I'll remove the malware that's currently stealing your information. Finally, I'll install Microsoft's advanced security protection to prevent future attacks. This service normally costs \$299, but because our servers detected the issue, we're providing this service free of charge today. So, can you please provide me with the 9-digit code from your screen?