THE INVESTIGATOR

About Us

Since 2000 BCSI has performed hundreds of successful investigations.

Our integrated team of investigators and support services ensure that the investigations are conducted in a timely fashion with leading edge techniques.

BCSI is considered the platinum standard of the industry based on the quality and the wide spectrum of its services as well as the expertise of the investigators.

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The Tech Scam

This is one of the most popular scams that is performed over the phone as well as through internet pop up ads. Scammers will pose as tech support personnel over the phone generally for a large well-known company. Scammers also may attract victims by using eye-catching pop up ads on a variety of websites enticing people to click on the box which poses as a hoax "your computer is under threat" scheme. Microsoft had recently estimated that these tech support scams have netted customers at a loss of $1.5 billion (US) annually in the United States alone and that nearly one third of the consumers contacted will fall victim to the scam.

How the Scam Works

The scammers will often have knowledge of computer operating systems as well as using technological terminology to make the victim feel like they are talking to an actual employee. The scammer will slowly coerce the victim into thinking that there is a serious issue with their computer and that they can help remove the threat or virus that they claim to have found. They often say that they received an alert from the computer and that is the reason for them contacting you. The scammer will work hard to gain the victim's trust and once that trust has been gained, they start to offer a number of ways to fix the issues. They will offer to fix it while remotely accessing your computer from their own, ask for credit card information over the phone or tell you to email it to them and then they will provide their services, or they will provide you a program, likely for a cost, that contains malware that will steal and provide them with you sensitive data.

Pop Up Ads

Pop up ads offer virus software that is either fake or available for free on another web site. The pop ups will direct a victim to a made up webpage that may look like an official large computer company site. They will offer the software download at a cost. The credit card information entered will be charged for the program and may also be used for other charges by the scammer once they have the information. As mentioned above, their software provided may contain malware that will do everything but repair your computer. It will provide the scammers with your sensitive personal information.

Contact Us

Protecting yourself from either variation of this scam is as simple as avoiding any suspicious pop up on your computer as well as hanging up on anyone claiming to be able to fix your computer. None of the large companies will call you if your computer has a virus. As more of our population becomes tech savvy, these scams become less profitable by the scammers. For those who may not be as tech savvy and may have fallen victim to this type of scam, call us at BCSI and see how we can help you solve your problem.