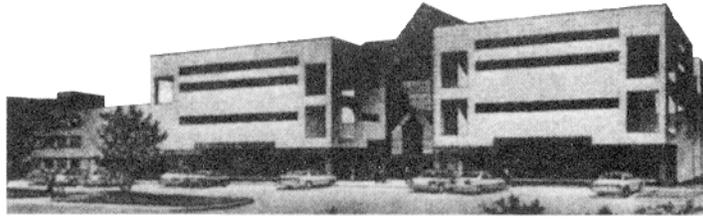




## OFFICE OF THE SHERIFF



515 W. Moreland Blvd.  
Box 1488  
Waukesha, WI 53187

Waukesha County Jail  
Box 0217  
Waukesha, WI 53187

Waukesha County Huber  
1400 Northview Road  
Waukesha, WI 53188

**ERIC SEVERSON, *Sheriff***

### **NEWS RELEASE**

1/27/16

#### **Computer Scams**

The Waukesha County Sheriff's Department has received numerous complaints regarding recent computer scams. In multiple cases, victims receive an error message on their computer indicating they have a virus or their computer is "infected". The message directs them to call the number provided to resolve the issues. The suspects then request payment information, and oftentimes, other personal information. After requesting permission to remotely control the computer, the suspect then goes through various files and the problems appear to be fixed. In the next few days, the victims may find unauthorized charges to their credit card, or their personal information may be used for fraudulent purchases.

If you find yourself in a situation that you believe your computer may be compromised, please follow these tips to reduce the exposure of your personal information:

1. Do NOT give control of your computer to someone who calls you out of the blue claiming to be from tech support. Instead, hang up and call the company at a number you know to be correct.
2. Do NOT call the number provided in the error message.
3. Never provide your credit card information, financial information, or passwords to someone who claims to be from tech support.
4. Make sure to use a program that protects your computers from viruses and malware.

More information can be found on the Federal Trade Commission website at:

<http://www.consumer.ftc.gov/>

Lt. Patrick Esser  
Waukesha County Sheriff's Dept.

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*An Accredited Law Enforcement Agency*

**PIO CONTACT: Jennifer Wallschlaeger 262-896-8137 or Shift Supervisor 262-548-7122**

Administration: 262-548-7126 Records: 262-548-7156 Process: 262-548-7151 Jail: 262-548-7170 Huber: 262-548-7181 Fax: 262-548-7887