

## **Don't Fall for Fake Support Scams**

We continue to see customers targeted by fake support scams. Fraudsters are posing as well-known companies such as Microsoft, WE Energies, Spectrum, and other trusted service providers. They may call, email, or even send pop-up messages claiming there is a problem with your account, internet service, utility bill, or computer.

### **How These Scams Work**

Most fake support scams follow a similar pattern. You are told there is an urgent issue. Your account is suspended. Your computer has a virus. Your power will be shut off. The scammer then pressures you to fix the problem immediately by:

- Making a payment over the phone
- Purchasing gift cards and reading the numbers aloud
- Sending a wire transfer
- Paying with cryptocurrency
- Allowing them remote access to your computer or device

They often sound professional. They may spoof phone numbers, so it appears the call is coming from a legitimate company. They rely on urgency and fear to override your better judgment.

### **What Legitimate Companies Will Not Do**

It is important to remember that real companies follow clear policies and professional practices. Legitimate businesses will not:

- Demand immediate payment over the phone
- Insist on payment through gift cards, wire transfers, or cryptocurrency
- Pressure you to act right away or threaten arrest or immediate disconnection
- Ask for full remote access to your device without a formal support request initiated by you

### **How to Protect Yourself**

If you receive a suspicious call, email, or message:

1. Hang up or close the message.
2. Do not click on links or download attachments.
3. Do not provide personal or financial information.
4. Contact the company directly using the phone number listed on their official website or on your monthly statement. Never use the call back number provided in a suspicious message. Always verify independently.

### **Slow Down. Verify. Protect Yourself.**

Scammers are counting on you to react emotionally. Taking a moment to slow down can make all the difference. If something feels off, trust your instincts. Reach out to us if you have questions about a suspicious transaction or request.

Staying informed is one of the best defenses against fraud. By recognizing the warning signs and verifying before you act, you can protect your finances and your peace of mind.