



MINISTRY OF CONSUMER AFFAIRS  
MANATŪ KAIHOKOHOKO

## Scam Alert

### Caution urged over PC 'fixers' cold-calling.

We have received a number of reports from consumers who have received telephone cold-calls from companies wishing to check their "computer for viruses".

Consumers are asked for remote access to their PC to see if their computer is infected.

We are advising consumers to be wary about giving out their PC details over the phone to strangers. Although there are legitimate companies who specialise in fixing computers, you should always be on your guard...after all, would you ever hand over you bank details to a stranger over the phone?

Symantec, who produce Norton Internet Security, warn that: "Peddlers of misleading applications, such as rogue antivirus software, are taking their efforts to a whole new level."

Symantec has put together a blog post and video to describe this scam in greater depth, which can be viewed [here](#).

See [here for more advice on keeping your computer safe](#).

See here for more [scam alerts](#).