



Protect yourself from scams

Sue Kayton
February 2026



Common types of scams

1. Phone calls
2. Emails
3. Computer pop-ups
4. Fake online merchants
5. Text messages
6. Letters in the mail

Phone calls

Scam phone calls

HANG UP immediately if you get a phone call from a someone claiming to be:

- Apple, Microsoft, Dell, HP or any computer company
- The government - Medicare, the IRS or Social Security
- A bank or investment advisor (unless it is someone you know personally)



Scam phone calls

- Phone calls from someone pretending to be a friend or relative in distress are almost always **scams**.
- Ask them a question to prove their identity.



AI voices

- Computer-generated voices can imitate real people's voices
- Do not volunteer the child's/grandchild's name.
- If it sounds suspicious, ask questions that only the real person could answer

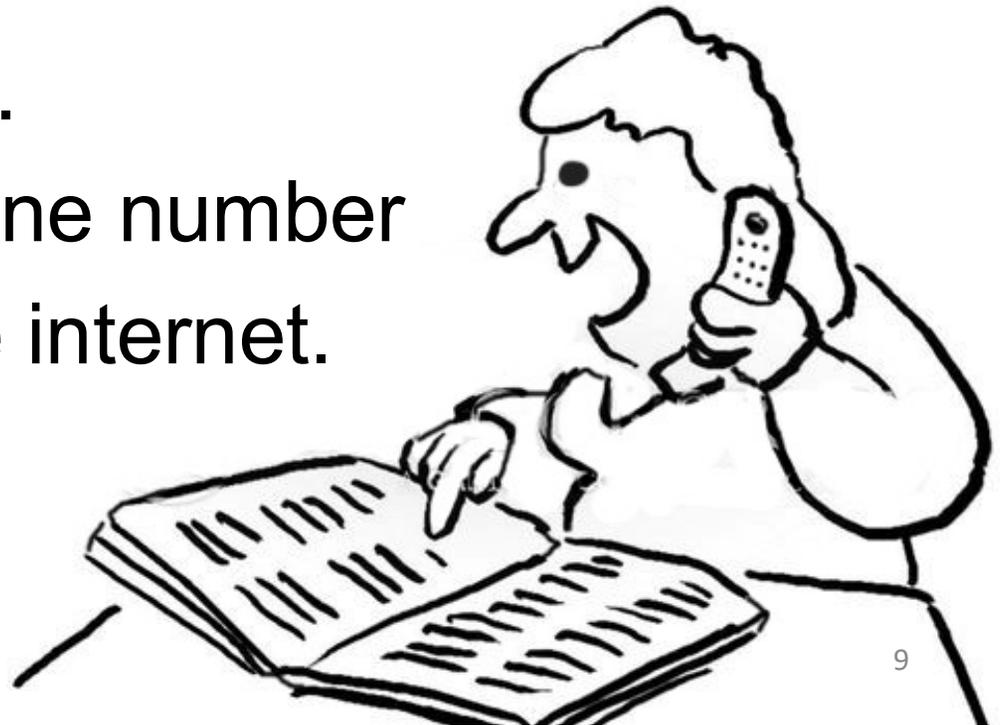


Scam phone calls

- Hang up immediately.
- Do not talk to them.
- Do not follow their instructions.
- If you think it might be legit, call the company's real phone number

If you think the call is legit

- Hang up.
- Call the company and ask them if they tried to call you.
- Look up the phone number in your paper records.
- **DO NOT** call a phone number that you find on the internet.



Scam emails



Stop and think.



Scam email tactics

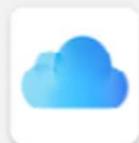
- **Scary** – your account will be deleted, you owe money, or your computer is infected
- **Unexpected invitation**
- **Asking for help** – buy gift cards or they need money
- **Package delivery**

Scary emails

XFINITY

Dear Xfinity User : ██████████@comcast.net Friday, February 10, 2023

We have recently changed our terms of service. Due to our new Terms, we will be closing all email addresses using our old services. If you wish to continue using our email services please click on [ACCEPT OUR NEW TERMS OF SERVICE](#)



Cloud®

Payment Attempt Failed During Renewal of Your Cloud Storage Subscription

We were unable to renew your Cloud storage.

Your payment method has may expired. Please update your payment details to continue.

If you are running out of Cloud storage, consider upgrading your storage plan.

Order Details

Subscription ID: **985858**

Product: **Cloud Storage**

Expiration Date: **13/01/2026**

INVOICE



Date: 19th June 2023,
Time 5:42 AM Washington DC (GMT-4)
Order ID - 5791-2903-7492

It appears that you made a valid payment for your online transaction.
Your "PayPal Coinbase Inc." account will be deducted \$466.89 the next day

Description	Item Price+Taxincluded
Item	Bitcoin(Crypto)
Transaction Id.	HZ9-LK2-YD5
Payment Mode	Auto Debit
Date	19 th June 2023
Total Amount	\$476.89

If you want real progress, you must initiate this dialogue. Immediately notify us if there is a mistake on this ticket.

We are available 24*7 @ TOLL-FREE **+1 (833) 856-5174**

We value your business and appreciate your trust in us.
Thank you for choosing PayPal as your preferred shopping destination.
We strive to provide you with the best products and services,
and we look forward to serving you again in the future.

Thank You,
Billing Team

+1 (833) 856-5174

You're invited! Please Download the invitation to see more details and to RSVP.



Open invitation

Don't want invitations from this host? [Remove yourself.](#)

If you can't see the above invitation, [click here.](#)

Scam emails

- If it looks strange or suspicious, or says they want you to do “a small favor,” it’s a **scam**.
- Do not reply.
- Do not follow the instructions.
- Delete it.

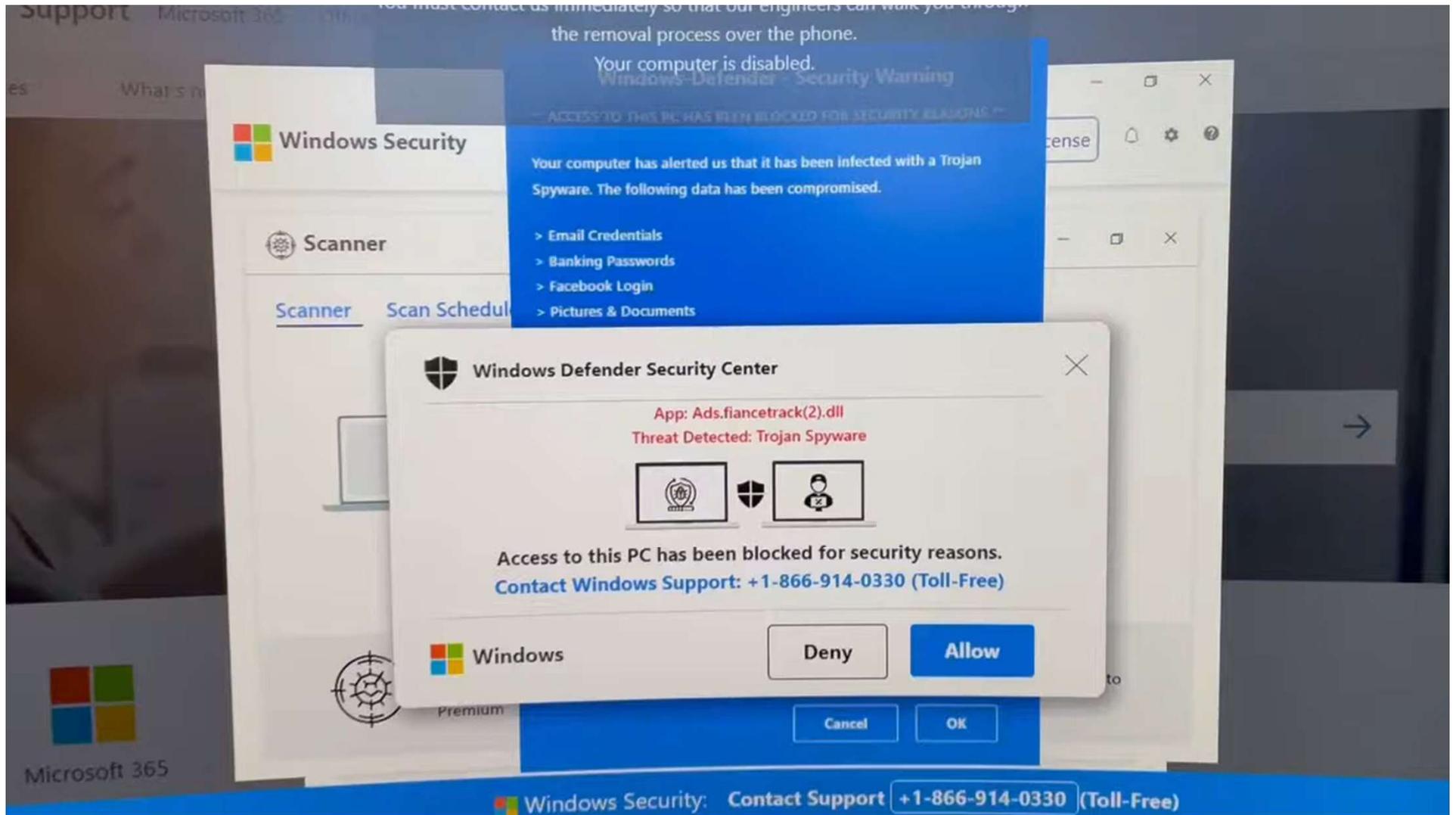
Scam emails

- If it claims that you have a virus or infection on your computer, it's a **scam**.
- Most messages claiming to be from FedEx or UPS are **scams**.
- Do NOT follow the instructions.
- Delete the email.

Beware!

- **NEVER** buy a gift card, BitCoin, or cryptocurrency if they ask
- **NEVER** give out your passwords
- **NEVER** let them remote access your computer

Scam computer pop-ups



www.youtube.com/watch?v=KgEx-0xt-WA

Scam computer pop-ups

There could be 363 viruses in your computer...

Warning: Your McAfee could be not active! Click To Review Your
Subscription.

Plus 5 Devices 2yr Subscription \$47.49/yr Save \$145* Today pay \$94.99 for
2yr subscription.



LAST REMINDER : CONFIRMATION NEEDED

Your subscription of McAfee Total Protection may
expire Today.

After the expiry date has passed your devices will
become vulnerable for Hackers.

Fake or malicious online merchants





cheap shoes

About 470,000,000 results (0.63 seconds)

Ad · <https://www.brethrenshoes.com/> :

Cheap Shoes - Brethren Enterprises

Dedicated To Fighting Homelessness In America. With What We Know Best – Quality **Shoes**.

Buy a Pair, Give a Pair **Shoes**. Brethren - Soles that Serve.

Contact Us · Shop All · Buy A Gift Card · Donate Now · New Arrivals

Ad · <https://www.shoebacca.com/> :

SHOEBACCA - Shop Clearance Up to 70% Off

Great discounts and free shipping on athletic **shoes**, boots, running **shoes**, and more. Steel Toe, Electrical Hazard, Slip Resistant And More From Brands You Can Trust. Deals & Coupons. Free

<https://www.amazon.com/Cute-Cheap-Shoes/k=Cut...> :

Cute Cheap Shoes - Amazon.com

Women's Fashion Canvas **Sneakers** Mesh Knitted Upper Low Cut Casual **Shoes**. 4.44.4 out of 5 stars (5,601). \$23.99\$23.99. FREE delivery Mon, Feb 27 on \$25 of ...

<https://us.boohoo.com/WOMENS/SALE> :

Sale Shoes | Cheap Shoes | boohoo USA

Our **cheap** women's **shoes** are available in a range of styles, from flats to heels and everything in between. Whether you're looking for a new pair of Chelsea ...

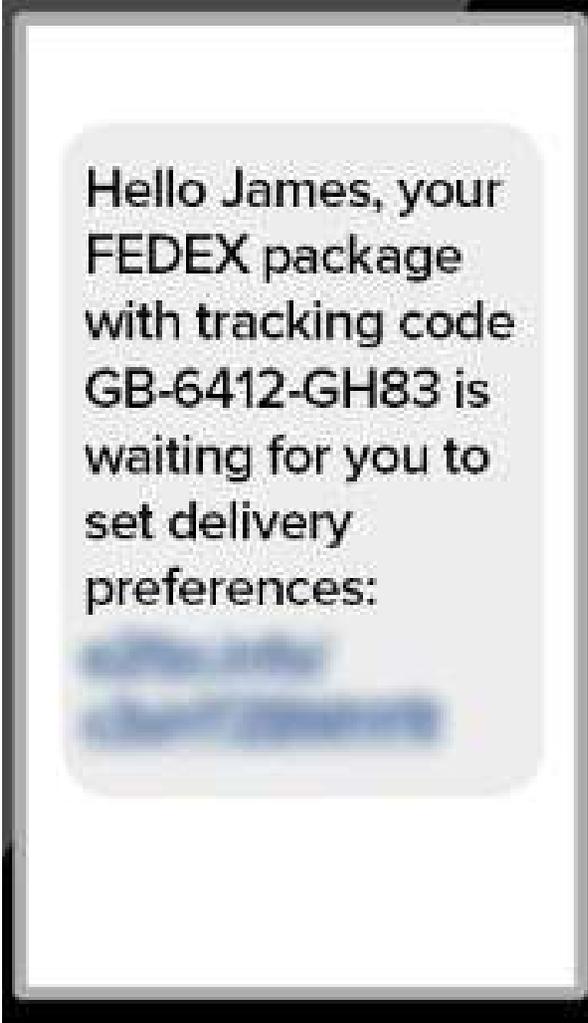
<https://www.footlocker.com/Sale/Sale-Shoes> :

Sale Shoes | Foot Locker

Results 1 - 48 of 2601 — Shop the latest selection of Sale **Shoes** at Foot Locker. Find the hottest sneaker drops from brands like Jordan, Nike, Under Armour, ...

Scam text messages

Scam text messages



Hello James, your
FEDEX package
with tracking code
GB-6412-GH83 is
waiting for you to
set delivery
preferences:

Scam letters in the mail

Scam letters



DATE : 09-08-2022

Dear User,

Your Subscription with GEEK SQUAD will Renew Today and \$349.99 is about to be Debited from your account by Today. The Debited Amount will be reflected within the next 24. In case of any further clarifications or block the auto-renewal service please reach out Customer Help Center.

Customer ID: 67382493

Invoice Number: YDGC9873

Description Quantity Unit Price Total Geek Squad Best Buy Service (One Year Subscription)

Subtotal \$349.99

Sales Tax \$0.00

Total \$349.99

If you didn't authorize this Charge, you have 24 Hrs. To cancel & get an instant refund of your annual subscription, please contact our customer care: **+1 (888) 245 9426**

Thanks and regards ,

BEST BUY

Geek SQUAD

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If your computer is infected

- Turn off the computer immediately
- If the mouse doesn't work, push and hold the power button for 30 seconds
- If it still doesn't turn off, unplug it



Stolen phones or computers

- NEVER save a banking password on your phone or computer
- Type in the password each time
- If someone steals your phone or computer, you don't want them to have access to your bank.
- https://www.youtube.com/watch?v=QUYODQB_2wQ

What else can I do?

- Set up two-factor authentication or a passkey
 - Sends a text message to your cell phone to confirm your identity
- Freeze your credit
 - Hackers can't open new credit cards in your name
- Set up fraud alerts on your credit cards
 - Receive an alert for unusual charges

Freeze your credit

Set up accounts and freeze your credit at the Big Three credit agencies

- EquiFax

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

- TransUnion

<https://www.transunion.com/credit-freeze>

- Experian

<https://www.experian.com/help/credit-freeze/>

Credit card fraud alert

Call the phone number printed on your credit card and tell them that you want to be notified of possible frauds.

Tell them to notify you by a telephone call and make sure they have the correct telephone number listed.

Learn more about scams



www.aarp.org/money/scams-fraud/

For more information

- Contact Sue Kayton
The Computer Doctor
kayton@alum.mit.edu
(650) 853-1711 landline
(650) 740-6774 text
- Download this presentation
In [PowerPoint format](#)
In [PDF format](#)



Get even with scammers

Enjoy these fun videos made by Mark Rober

Locating (and arresting) scammers

www.youtube.com/watch?v=VrKW58MS12g

Taking revenge on them.

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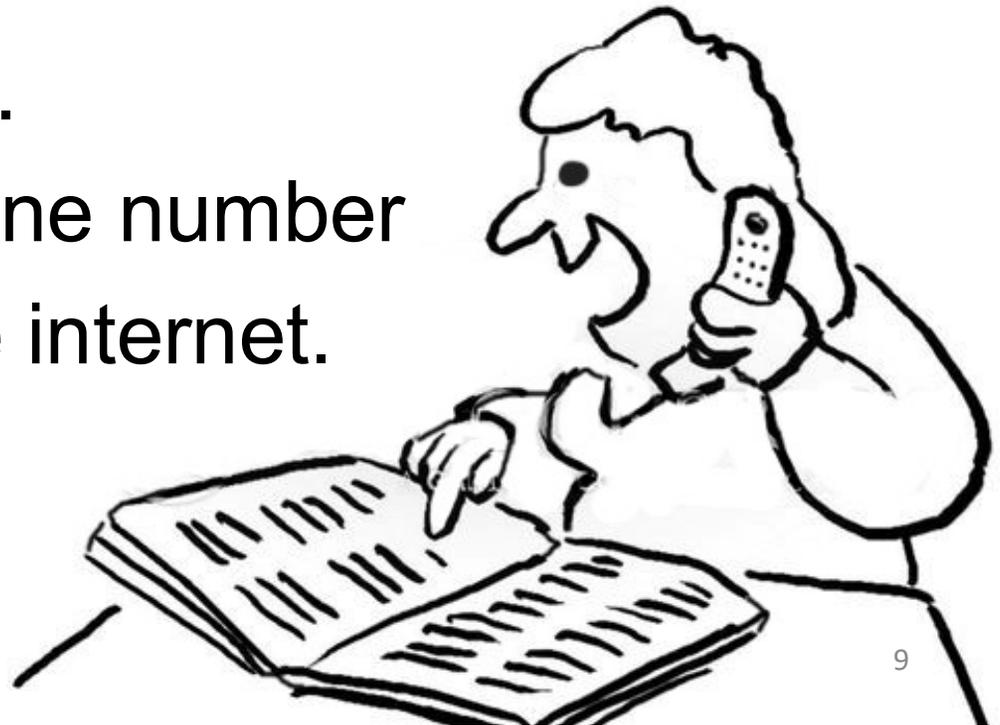


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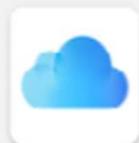
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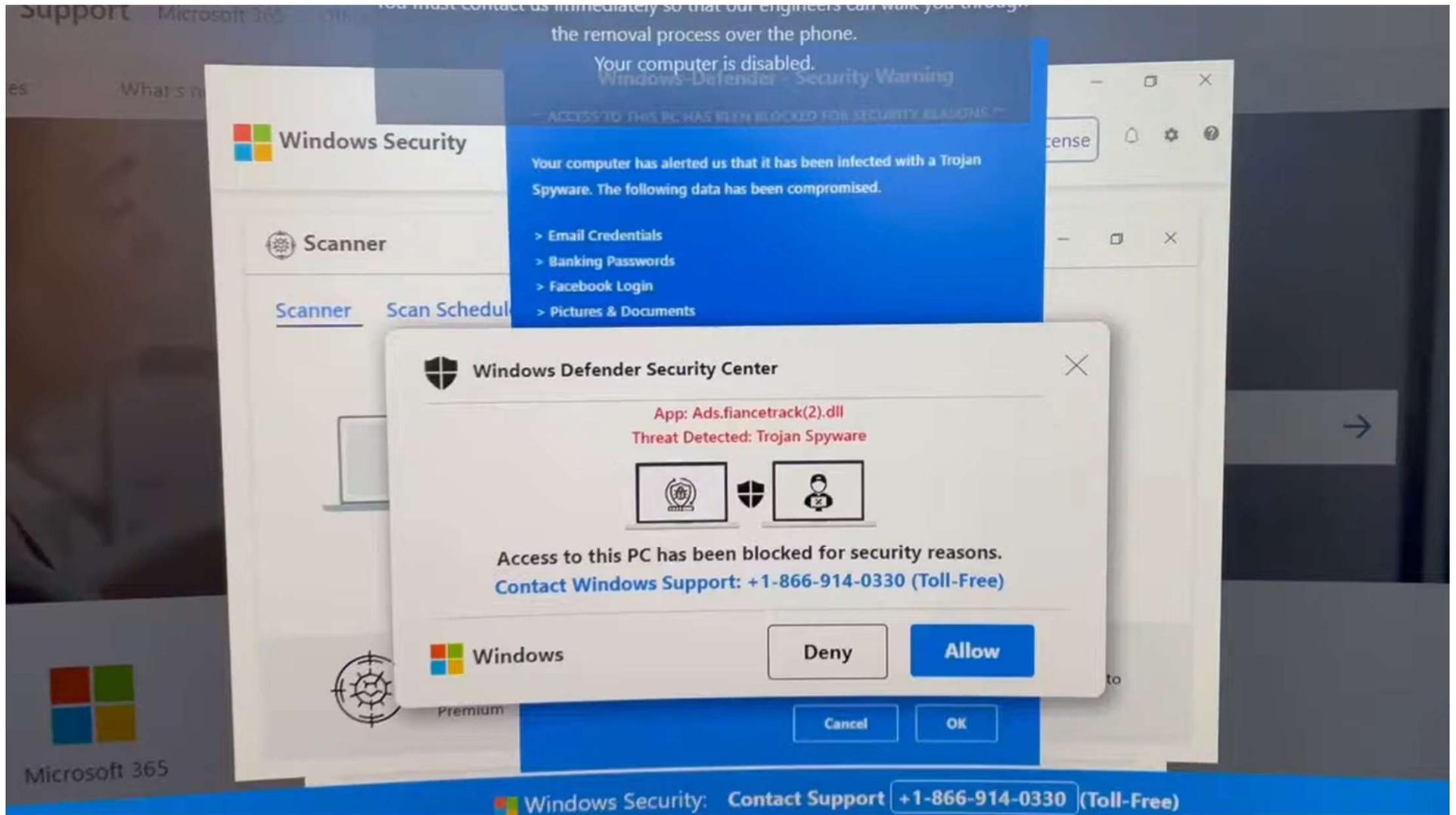
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Ad · <https://www.brethrenshoes.com/> :

Cheap Shoes - Brethren Enterprises

Dedicated To Fighting Homelessness In America. With What We Know Best – Quality **Shoes**.

Buy a Pair, Give a Pair **Shoes**. Brethren - Soles that Serve.

Contact Us · Shop All · Buy A Gift Card · Donate Now · New Arrivals

Ad · <https://www.shoebacca.com/> :

SHOEBACCA - Shop Clearance Up to 70% Off

Great discounts and free shipping on athletic **shoes**, boots, running **shoes**, and more. Steel Toe, Electrical Hazard, Slip Resistant And More From Brands You Can Trust. Deals & Coupons. Free

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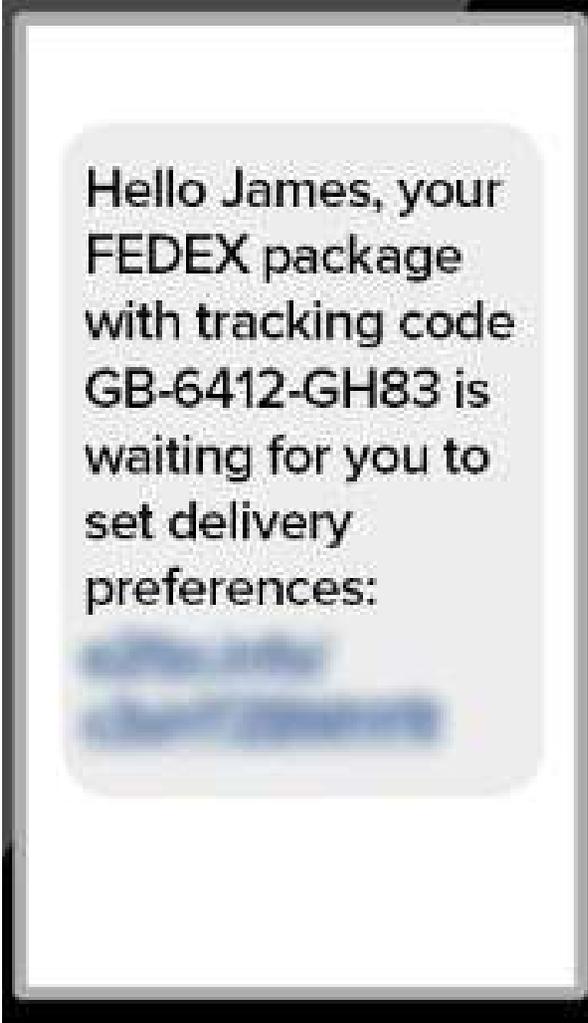
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