

Are you being scammed?

INBOUND Call or Email

Scams always start with a phone call or email to you

Is it a Company?

Microsoft or Facebook? Interpol or NZ Police?
Spark or Vodafone? Your bank or Tech Support?

NO

YES!

These companies
NEVER call you to say
you have a problem.

SCAM!
Hang up and
call Microcraft

Is it about a problem?

Are they telling you that you have a virus?
Or that you have a problem with your computer or Internet?

NO

YES!

Companies NEVER
call you to say you
have a problem.

SCAM!
Hang up and
call Microcraft

Asking to go to a website or install software?

Are they asking you to install software like TeamViewer?

NO

YES!

NEVER go to a
website or install
software they tell you.

SCAM!
Hang up and
call Microcraft

Keep it a secret?

Say that you need to speak to your IT guy.
Are they asking you to not tell anyone?

NO

YES!

Police or any legit
company NEVER ask
you to keep it secret.

SCAM!
Hang up and
call Microcraft

Ask for their name & extension number.

Do they give it to you?

YES

NO

Ask them to mail a
letter but don't give
them your address.
Will they post a letter?

NO

SCAM!
Hang up and
call Microcraft

Hang up.

Look up the phone number for the company. Call them only on
the main company number, not the number they gave you.

YES

Ask for a case number. Hang
up. When you get the mailed
letter show it to Microcraft.

Help Desk 09 438 6065