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Contact: Consumer Affairs - (831) 454-2050

Microsoft Computer Repair Scam Targeting Santa Cruz County Consumers

Santa Cruz County residents have been reporting a telephone scam where suspects pretend to be a Microsoft employee. The caller claims that the victim's computer is infected with malware and viruses and then asks for remote access in order to fix it. The scammer often then infects the computer before claiming they have fixed the viruses and asking for payment. Scammers will request payment by credit card, or pre-paid debit card for their technical services. Residents who have fallen victim to this scam are reporting losses up to thousands of dollars.

If you have been a victim of this scam please contact our Consumer Affairs Unit at (831) 454-2050. Please also file a report with your local law enforcement agency.