



Operation Tech Trap



LAW ENFORCEMENT ACTIONS

FEDERAL ACTIONS

United States Federal Trade Commission – New Actions

Name	Description	Status	Staff Contact:	Press Contact:
<i>FTC and the State of Ohio v. Repair All PC, LLC, et. al.</i>	A law enforcement action jointly filed by the FTC and the Ohio Attorney General's Office to halt a tech support scheme that has deceived consumers into buying unnecessary tech support services in violation of Section 5 of the FTC Act, the Ohio Revised Code and the Ohio Consumer Sales Practices Act.	Complaint filed on April 24, 2017	Staff Contact: Fil M. de Banate FTC Attorney East Central Region (216) 263-3413	Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924
<i>FTC and the State of Alabama v. TrothSolutions Inc., et. al.</i>	A law enforcement action jointly filed by the FTC and the Alabama Attorney General's Office to halt a tech support scheme that has sold unnecessary tech support services using outbound cold calls and more recently, deceptive pop-up advertisements, in violation of Section 5 of the FTC Act and the Alabama Deceptive Trade Practices Act.	Complaint filed on May 1, 2017	Staff Contact: Jim Davis FTC Attorney Midwest Region (312) 960-5611	Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924
<i>FTC v. Universal Networking Solutions, LLC, et. al.</i>	A law enforcement action filed by the FTC to halt a tech support scheme that has used deceptive pop-up messages to deceive consumers into purchasing unnecessary tech support services in violation of Section 5 of the FTC Act.	Complaint filed on May 3, 2017	Staff Contact: Barbara Chun FTC Attorney Western Region – L.A. (310) 824-4312	Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924

<p><i>FTC and the State of Florida v. Vylah Tec LLC, et. al.</i></p>	<p>A law enforcement action jointly filed by the FTC and the Florida Attorney General's Office to halt a tech support scheme that has deceived consumers into purchasing unnecessary tech support services in violation of Section 5 of the FTC Act and the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Complaint filed on May 1, 2017</p>	<p>Staff Contact: Robin Rock FTC Attorney Southeast Region (404) 656-1368</p>	<p>Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924</p>
<p><i>FTC, State of Connecticut, Office of the Attorney General, and Commonwealth of Pennsylvania, Office of the Attorney General, Plaintiffs, v. Click4Support, et al., 2:15-cv-05777-SD (E.D. Pa. Nov. 10, 2015).</i></p>	<p>A settlement banning defendants from marketing technical support services and requiring them to pay a total of more than \$554,000 and to forfeit \$1.3 million held by a receiver. This settlement resolves charges brought in November 2015 by the Commission and the states of Connecticut and Pennsylvania alleging that the defendants used deceptive tech support tactics to bilk tens of thousands of consumers out of more than \$27 million.</p>	<p>Stipulated orders and 1 default judgment entered by the Court.</p>	<p>Staff Contact: Fil M. de Banate FTC Attorney East Central Region (216) 263-3413</p>	<p>Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924</p>
<p><i>FTC and the State of Florida v. Big Dog Solutions LLC, et. al., 1:16-cv-06607 (N.D. Ill. June 24, 2016).</i></p>	<p>A settlement banning defendants from providing technical support products or services and prohibiting them from deceptive telemarketing practices. Defendants agreed to turn over \$700,000 in assets to the FTC. This settlement stems from charges filed by the FTC and the state of Florida in July 2016 against the operators of a tech support scam that operated from a boiler room in Boynton Beach, Florida</p>	<p>Agreed motion to enter the stipulated orders filed on May 8, 2017.</p>	<p>Staff Contact: Jim Davis FTC Attorney Midwest Region (312) 960-5611</p>	<p>Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924</p>
<p><i>United States Federal Trade Commission – Previously Announced Action</i></p>				
<p><i>FTC v. Daniel L. Croft, an individual doing business as PC Guru Tech Support and Elite Tech Support</i></p>	<p>A law enforcement action filed by the FTC to halt a scam that deceived consumers into believing that impostors were hired by the FTC to help consumers recover from a tech support scam that had been shut down by the agency.</p>	<p>Stipulated preliminary injunction obtained on April 10, 2017</p>	<p>Staff Contact: Claire Wack FTC Attorney Division of Marketing Practices (202) 326-2836</p>	<p>Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924</p>

<i>FTC v. Global Access Technical Support LLC, et. al.</i>	A law enforcement action filed by the FTC to halt a scam that used pop-up internet advertisements to trick consumers into calling the Defendants' India-based telemarketing boiler room.	Complaint filed October 3, 2016. Temporary Restraining Order obtained October 4, 2016.	Staff Contact: Elizabeth C. Scott FTC Attorney Midwest Region (312) 960-5609	Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924
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United States Department of Justice

United States Attorney's Office – Southern District of Illinois

<i>U.S. v. Joshua Dennis Cortez</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Joseph Ralph Aievoli IV</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Nicholas James Davidson</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700

	fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.			
<i>U.S. v. Anthony Vincent Ludena</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Patrick M. Dougherty</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Ryan R. Stucker Carr</i>	A guilty plea obtained from an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Guilty plea entered on April 20, 2017. Sentencing scheduled for July 21, 2017.	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Andrew Douglas Broad</i>	A guilty plea obtained from an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> , which formerly operated in Boynton Beach, FL. The	Guilty plea entered on May 11, 2017.	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700

	individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Sentencing scheduled for August 24, 2017.		
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United States Attorney's Office – District of South Carolina

<i>U.S. v. Linda Brown Massey</i>	A guilty plea obtained from an individual for illegal money transmission business, a violation of Title 18, United States Code, Section 1960. Evidence presented at the change of plea hearing established that a co-conspirator, who is currently believed to be residing on the Indian subcontinent, contacted Linda Massey and told her he needed someone in the US to open a bank account, receive payments, and send money to him in India. He allegedly told Massey that she could keep 10 percent of the funds collected if she transmitted the remaining 90 percent to him. He then instructed her to create a limited liability company known as Prime Technologies.	Guilty Plea Entered May 11, 2016	Staff Contact: Assistant United States Attorney Bill Watkins (Greenville) (864) 282-2123	Press Contact: Lance Crick (864) 282-2100
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STATE ACTIONS

State of Alabama, Office of the Attorney General

<i>FTC and the State of Alabama v. TrothSolutions Inc., et. al.</i>	A law enforcement action jointly filed by the FTC and the Alabama Attorney General's Office to halt a tech support scheme that has sold unnecessary tech support services using outbound cold calls and, more recently, deceptive pop-up advertisements, in violation of Section 5 of the FTC Act and the Alabama Deceptive Trade Practices Act.	Complaint filed May 1, 2017	Staff Contact: Noel S. Barnes Assistant Attorney General, Consumer Interest Division Office of the Alabama Attorney General 501 Washington Ave	Press Contact: Joy Patterson jpatterson@ago.state.al.us Mile Lewis mikelewis@ago.state.al.us
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			Montgomery, AL 36130 (334) 353-9196 nbarnes@ago.state.al.us	
State of Connecticut, Office of the Attorney General				
<i>FTC, State of Connecticut, Office of the Attorney General, and Commonwealth of Pennsylvania, Office of the Attorney General, Plaintiffs, v. Click4Support, et al., 2:15-cv-05777-SD (E.D. Pa. Nov. 10, 2015).</i>	A settlement banning defendants from marketing technical support services and requiring them to pay a total of more than \$554,000 and to forfeit \$1.3 million held by a receiver. This settlement resolves charges brought in November 2015 by the Commission and the states of Connecticut and Pennsylvania alleging that the defendants used deceptive tech support tactics to bilk tens of thousands of consumers out of more than \$27 million.	Five stipulated orders and 1 default judgment entered. The stipulated orders are under court review.	Staff Contact: Sandra Arenas, Assistant Attorney General	
State of Florida, Office of the Attorney General				
<i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Vylah Tec LLC, et al., 2:17-cv-228-Ftm-99MRM (Middle District of Florida, May 1, 2017)</i>	A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.	Complaint filed on May 1, 2017. A temporary restraining order and asset freeze were issued on May 2, 2017.	Staff Contact: AAG Genevieve Bonan	Press Contact: Whitney Ray
<i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. GoReadyCalls Marketing, LLC, et al., 2017CA004449 (15th Jud. Cir. of Fl., April 28, 2017)</i>	A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.	Complaint filed on April 28, 2017. A temporary restraining order and asset freeze were issued on May 3, 2017.	Staff Contact: AAG Michelle Pardoll AAG Genevieve Bonan	Press Contact: Whitney Ray
<i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Elesha Aflalo, et al., 2017CACE007471 (17th Jud. Cir. of Fl., May 3, 2017)</i>	A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.	Complaint filed on May 3, 2017. A temporary restraining order and asset freeze were issued on May 8, 2017.	Staff Contact: AAG Ronnie Adili AAG Genevieve Bonan	Press Contact: Whitney Ray

<p><i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. FAST FIX 123, LLC, et al., 2016CA006963 (15th Jud. Cir. of Fl., Feb. 17, 2017)</i></p>	<p>A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Complaint filed on February 17, 2017.</p>	<p>Staff Contact: AAG Howard Dargan AAG Genevieve Bonan</p>	<p>Press Contact: Whitney Ray</p>
<p><i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Client Experts Care LLC, et al., 2016CA006963 (15th Jud. Cir. of Fl., June 25, 2016)</i></p>	<p>A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that has deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Complaint filed on June 25, 2016. A temporary restraining order and asset freeze were issued on June 27, 2016.</p>	<p>Staff Contact: AAG Michelle Pardoll AAG Genevieve Bonan</p>	<p>Press Contact: Whitney Ray</p>
<p><i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Big Dog Solutions, LLC, et al., 1:16 – cv – 06607 (Northern District of Illinois, June 24, 2016)</i></p>	<p>A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Complaint filed on June 24, 2016. A temporary restraining order and asset freeze were issued on June 28, 2016.</p>	<p>Staff Contact: AAG Michelle Pardoll</p>	<p>Press Contact: Whitney Ray</p>
<p><i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. E-Racer Tech, et al., 2015CA002753 (15th Jud. Cir. of Fl., March 5, 2015)</i></p>	<p>A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Complaint filed on March 5, 2015. A temporary restraining order and asset freeze were issued on January 13, 2016, and affirmed by the 4th District Court of Appeals on August 24, 2016.</p>	<p>Staff Contact: AAG Michelle Pardoll AAG Genevieve Bonan</p>	<p>Press Contact: Whitney Ray</p>
<p><i>Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. TechFix USA, LLC, et al., 2015CA002796 (15th Jud. Cir. of Fl., March 5, 2015)</i></p>	<p>A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Final Order of Judgment against Defendants entered on January 25, 2017.</p>	<p>Staff Contact: AAG Michelle Pardoll</p>	<p>Press Contact: Whitney Ray</p>

<i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Inbound Call Experts, LLC, et al., 9:14—CV—81395 (Southern District of Florida, November 10, 2014)</i>	A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.	Final Orders of Judgment against Defendants entered on July 13, 2016 and December 19, 2016.	Staff Contact: AAG Diane Oates	Press Contact: Whitney Ray
<i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Vast Tech Support, LLC, et al., 9:14 – CV – 81397 (Southern District of Florida, November 10, 2014)</i>	A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.	Final Orders of Judgment against Defendants entered on February 3, 2016 and June 20, 2016.	Staff Contact: AAG Diane Oates	Press Contact: Whitney Ray

State of Ohio, Office of the Attorney General

<i>FTC and the State of Ohio v. Repair All PC, et. al.</i>	A law enforcement action jointly filed by the FTC and the Ohio Attorney General's Office to halt a tech support scheme that has deceived consumers into buying unnecessary tech support services, in violation of Section 5 of the FTC Act, and the Ohio Revised Code and the Ohio Consumer Sales Practices Act.	Complaint filed on April 24, 2017	Staff Contact: Rebecca Schlag Senior Assistant Attorney General	
<i>State of Ohio v. Prime Technologies LLC and Linda Brown Massey</i>	The Attorney General's lawsuit, filed in Franklin County Common Pleas Court, accuses Prime Technologies LLC and Linda Brown Massey of multiple violations of Ohio's Consumer Sales Practices Act and Telephone Solicitation Sales Act, including failure to deliver, misrepresentation, making false or misleading statements to induce payment, and failing to register as a telephone solicitor in Ohio.	Final Order and Entry of Judgment entered Oct. 3, 2016	Staff Contact: Hallie C. Saferin Assistant Attorney General—Consumer Protection Office of Ohio Attorney General Mike DeWine (614) 466-9529	

State of Pennsylvania, Office of the Attorney General

<i>FTC, State of Connecticut, Office of the</i>	A settlement banning defendants from marketing	Five stipulated	Nicole R. DiTomo, Deputy	
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<i>Attorney General, and Commonwealth of Pennsylvania, Office of the Attorney General, Plaintiffs, v. Click4Support, et al., 2:15-cv-05777-SD (E.D. Pa. Nov. 10, 2015).</i>	technical support services and requiring them to pay a total of more than \$554,000 and to forfeit \$1.3 million held by a receiver. This settlement resolves charges brought in November 2015 by the Commission and the states of Connecticut and Pennsylvania alleging that the defendants used deceptive tech support tactics to bilk tens of thousands of consumers out of more than \$27 million.	orders and 1 default judgment entered. The stipulated orders are under court review.	Attorney General	
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State of Texas, Office of the Attorney General

<i>State of Texas v. PC Cleaner, Inc., et. al. D-1-GN-16-002964 (Dist. Ct. Travis County, TX Jul. 11, 2016)</i>	A settlement by the State of Texas with a tech support company that deceived consumers into purchasing registry cleaner software based on a deceptive trial scan of computers, and would then confuse consumers into calling a phone number where they would be upsold to purchase additional, unnecessary tech support services.	Final Order entered July 13, 2016	Staff Contact: Beth Chun (512) 475-4219	Press Contact: Kayleigh Lovvorn Media Relations (512) 463-2050
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<i>State of Texas v. Fix My Computer Dude, et. al. D-1-GN-16-004153 (Dist. Ct. Travis County, TX, Aug. 31, 2016)</i>	A law enforcement action filed by the State of Texas against a tech support scammer.	Final Order entered Sep. 15, 2016	Staff Contact: Ian Howe (512) 936-2234	Press Contact: Kayleigh Lovvorn Media Relations (512) 463-2050
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INTERNATIONAL ACTIONS

India

Uttar Pradesh Cyber Unit	A criminal law enforcement action that resulted in the arrests of tech support scammers. <i>See</i> http://www.dailymail.co.uk/indiahome/indianews/article-3816586/UP-police-arrests-fraud-Noida-techies-duped-	Arrests made in September 2016	Staff Contact: Triveni Singh, Additional Superintendent, Uttar Pradesh Special Task	
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	customers-providing-fake-technical-support.html .		Force, Lucknow	
West Bengal Criminal Investigation Department and the German Police	A criminal law enforcement action resulting in the arrest of tech support scammers and the filing of a complaint with the cybercrime department of the Bidhannagar City Police, under several sections of Information Technology (IT) Act, against the company and its officials. See http://indiablooms.com/ibns_new/news-details/N/18864/cyber-forgery-with-german-people-3-booked-in-kolkata.html .	Arrests made and a complaint lodged in March 2016	Staff Contact: Bivas Chatterjee, Special Public Prosecutor on Cyber Law, West Bengal	

RECENT CONSUMER AND BUSINESS EDUCATION OUTREACH INITIATIVES

State Initiatives

State of California	That State of California has updated consumer outreach materials and hosted a 2016 Telephone Town Hall with AARP addressing general fraud, including tech support scams.	Updated outreach information is available online.	Staff Contact: Yen P. (TiTi) Nguyen Deputy Attorney General Consumer Law Section -- Privacy Unit California Department of Justice 455 Golden Gate Ave., Ste. 11000 San Francisco, CA 94102 Tel.: 415-703-5690 Email: TiTi.Nguyen@doj.ca.gov	
State of Colorado	The State of Colorado created outreach information	Updated outreach	Staff Contact:	

	<p>found on its website: https://www.stopfraudcolorado.gov/fraud-center/digital-fraud/tech-support-scams, and issued a special press release last year on February 1, 2016: https://www.stopfraudcolorado.gov/about-consumer-protection/press-releases/2016-02-01-000000/colorado-attorney-general-cynthia-h.</p> <p>Links to its all of its social media channels are available here: https://www.stopfraudcolorado.gov/about-us/find-us-your-favorite-social-media-sites.</p>	information is available online.	<p>Holly M. Miller Consumer Fraud Outreach Coordinator Colorado Department of Law (720) 508-6225</p>	
State of Hawaii	<p>The State of Hawaii launched updated consumer education materials that were disseminated during its Consumer Affairs week in 2017.</p>		<p>Staff Contact: Melina D. Sanchez Enforcement Attorney State of Hawaii Department of Commerce and Consumer Affairs Office of Consumer Protection 235 S. Beretania Street #801 Honolulu, Hawaii 96813 (808) 586-2630</p>	
Commonwealth of Massachusetts	<p>The Commonwealth of Massachusetts has updated its consumer education materials and their Community Engagement Division is using the materials to alert residents of Tech Support Scams.</p>		<p>Jared Rinehimer Assistant Attorney General Consumer Protection Division Office of Massachusetts Attorney General Maura Healey One Ashburton Place Boston, MA 02108 (617) 727-2200 x 2594</p>	

International Initiatives				
Australian Competition and Consumer Commission	The Australian Competition and Consumer Commission has issued tips for consumers to combat remote access scams. A link to the consumer tips is available here: https://www.scamwatch.gov.au/types-of-scams/buying-or-selling/remote-access-scams .			ACCC Media, 61 408 995 408 or media@acc.gov.au
Canadian Competition Bureau	The Canadian Competition Bureau plans to issue a consumer educational alert to provide the public with information on fake tech expert calls and pop-up messages. The consumer educational alert also provides tips to protect information and computers. Links are available here: ENGLISH: https://www.canada.ca/en/competition-bureau/news/2017/05/hang_up_on_tech_expertsclaimingyourcomputerhasavirusitsascam.html FRENCH: https://www.canada.ca/fr/bureau-concurrence/nouvelles/2017/05/un_expert_vous_appellepretendquevotreordinateurestinfecteraccr.html	The release date for the alert is May 12, 2017.		