

SUN CITY LINCOLN HILLS NEIGHBORHOOD WATCH  
SAFETY AND SECURITY

# ALERTS



7-28-2023

**Tip of the Day:** Any “notice” in an email, text or popup message stating that the government will give you an iPad or free solar panels or some other eye-catching item, if you show your government ID is a SCAM. They want your personal details so they can steal your identity.

**Fire on 2100 block of Monument Dr:** It was a relatively small fire, mainly affecting landscaping. The fire battalion chief said that the investigation was not complete so they have not determined the exact cause of this fire. They do believe it started outside and possibly in the bark. It could have been ignited by a window reflection or from the resident's nearby A/C unit. (V22A backs to Stoneridge Blvd & open space, entrances are Hidden Hills & Monolith Ln off Stoneridge)

**Two Computer Scams:** They are similar operations. Send an email or flash a notice on the screen, then instructions to call a phone number.

1. A resident reported that, while on her computer, she searched for an owner's manual for a newly purchased electronic device. Within a few minutes, her computer screen and cursor froze and a warning message came on (allegedly from Microsoft). The message stated that her computer had been compromised and that she was to phone a number listed on the screen immediately. She called that number and spoke to an individual who stated that he was a Microsoft technician and that he could help her. He gave her some instructions and had her key in some information. He was very professional and convincing so she followed his instructions. He kept talking and stated that her phones would also be compromised. She realized at that point that it was a scam so she shut off her computer. In her case, she was able to receive help within minutes from a well-qualified computer technician who frequently works in our area. The technician told the resident that she had done the right thing by turning off the computer. Apparently the scammer had installed two programs into the computer. With these programs the scammer could monitor her computer and could obtain her personal information, passwords, etc. and gain entry into her bank and credit accounts.
2. A resident received an email stating that her bank would be debited \$500 for the purchase of Norton LifeLock which ironically is a program to prevent ID theft. She had been on the Norton website a few days before so she thought it was legitimate. She called the number she was told to call to reverse the charge. She quickly realized the questions were not appropriate. She hung up and went to her bank to freeze her account. She received 3 more calls but ignored them. She did not lose any money but she had to open a new account and change direct deposit information for her Social Security and retirement checks. Meanwhile money in the frozen account was unavailable to her until a process that took a week was completed. And she also had to pay a technician to fix her computer.

**When the phone rings or a message triggers a panic reflex, remind yourself to calm down , think it through and avoid a big hassle.**

This could happen to any of us. These residents are well educated and thought that they couldn't fall for something like this!

**Red flags:** The supposed problems were not detected by them. The questions went beyond what should have been needed to fix the “problem.”

These scammers have become so sophisticated! They may know your name, address, and family members but don't be fooled. They will contact you via your home phone, cell phone, text, email or even by mail.

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If you receive a phone call from a number you do not recognize, just let the recorder pick it up. Never call back to a phone number you do not recognize. Never click on an email link you do not recognize or you did not initiate. NEVER give out personal information unless you initiated the conversation and you know the person to whom you are speaking or writing to. When in doubt, contact a relative, friend or neighbor for advice.

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