



Cyber Crime/Scams Trends 2020

Santa Clara County Sheriff's Office
Captain Rich Urena

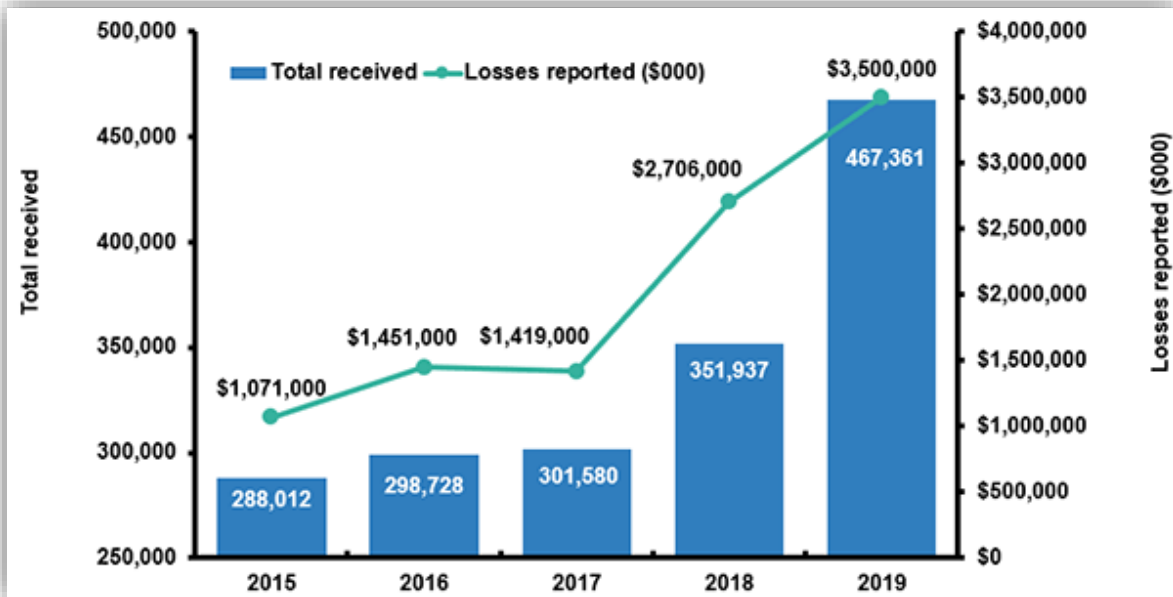


Agenda

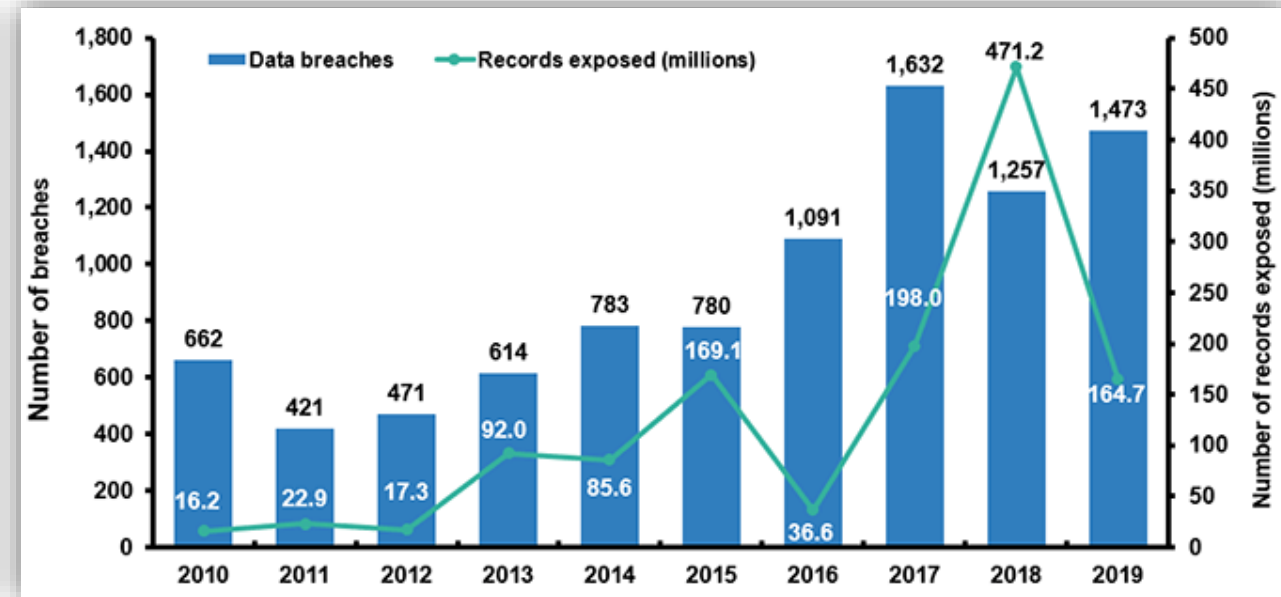
- Statistics on Cyber Crimes and Scams
- Mail Theft
- Check Fraud
- Tech Support Scams
- Phishing Scams
- Misc. Scams
- Personal Safety



Breaches and Cyber Complaints



Based on complaints submitted to the Internet Crime Complaint Center.



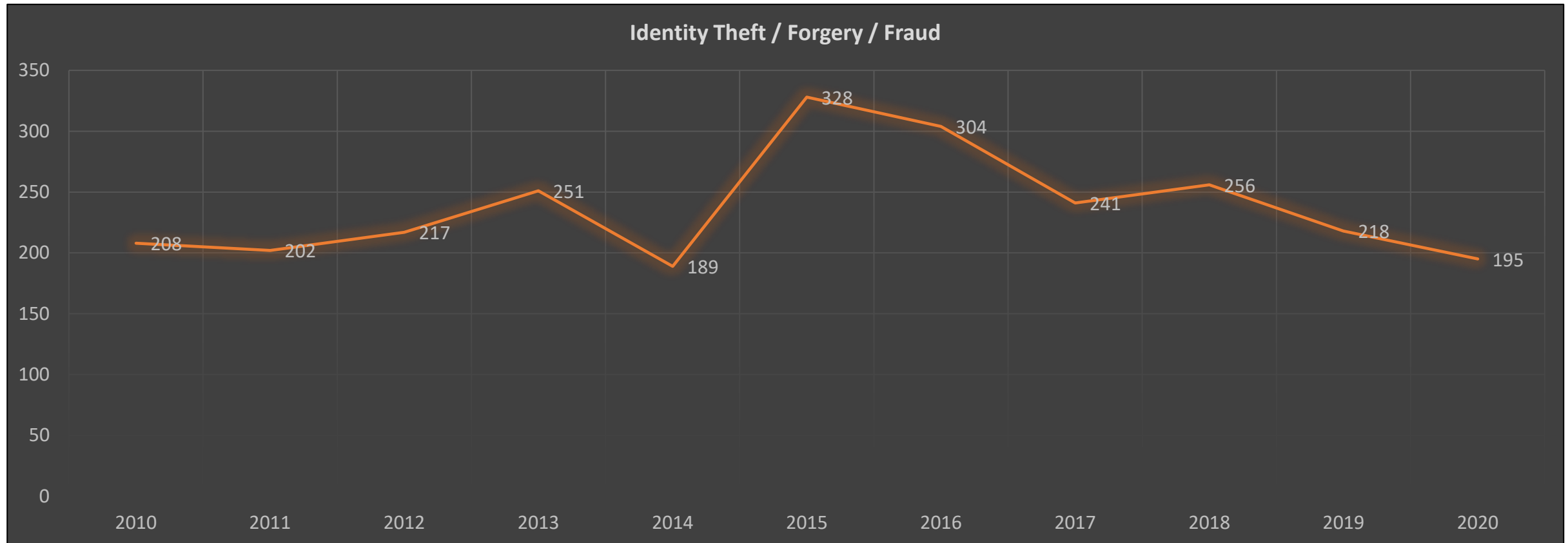
* Source: Identity Theft Resource Center, [2019 End of Year Data Breach Report](#).





Santa Clara County Sheriff's Office

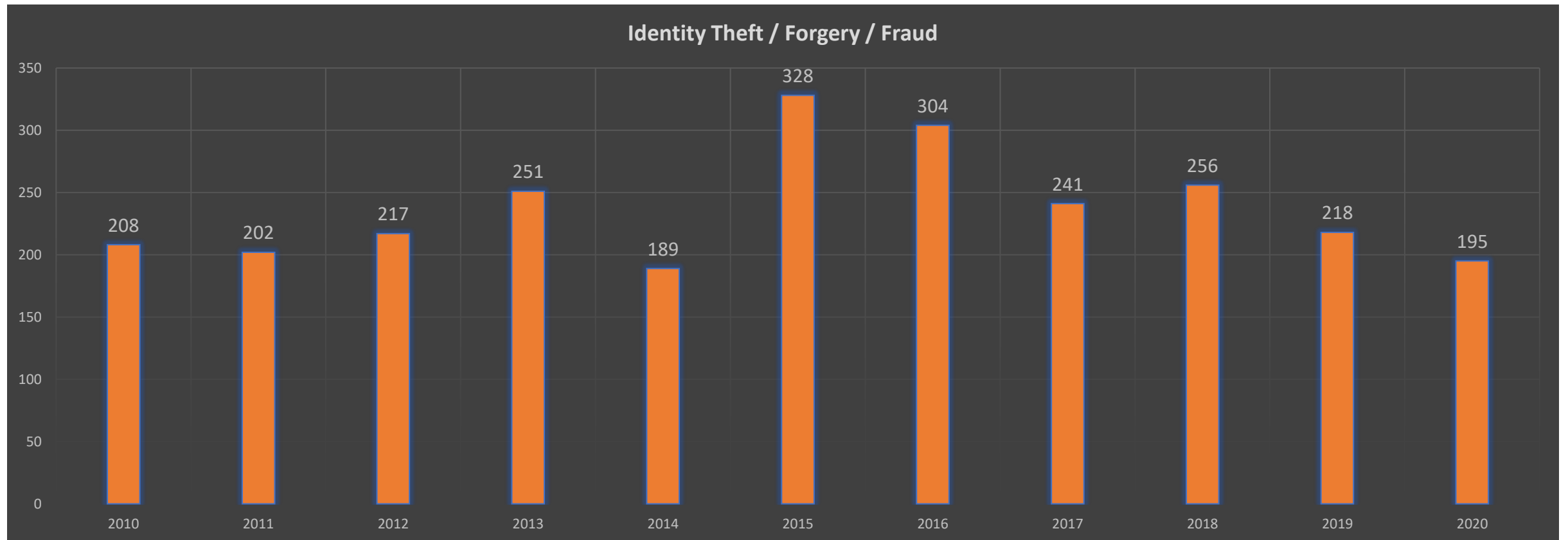
Identity Theft, Forgery, Fraud Reported



* Crime occurred within West Valley Patrol jurisdiction



Santa Clara County Sheriff's Office Identity Theft, Forgery, Fraud Reported



* Crime occurred within West Valley Patrol jurisdiction

What Happens
when my mail
is stolen?



ALERT NOTIFICATION

Dear Postal Customers:

A blue collection box at this location was stolen on or about Monday, February 24, 2020.

If you used this collection box during that time, please confirm that your mail arrived at its destination.

If you determine that your mail was stolen, please report the theft to the U.S. Postal Inspection Service by calling case Inspector Henry Pagba at (408) 938-4814. You can also call the USPIS 24-hour line at (877) 876-2455 or report online at www.uspis.gov



Mail Theft, Why Steal Mail?

Identity Theft Suspect

[illegible]

Identity Theft Suspect



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Preventing Identity Theft

- Don't carry your Social Security card or any documents that include your Social Security number (SSN) or Individual Taxpayer Identification Number (ITIN).
- Don't give a business your SSN or ITIN just because they ask.
- Protect your financial information.
- Check your credit report every 12 months.
- Secure personal information in your home.
- Protect your personal computers by using firewalls and anti-spam/virus software, updating security patches and changing passwords for Internet accounts.
- Don't give personal information over the phone, through the mail or on the Internet unless you have initiated the contact or you are sure you know who you are dealing with.
- Shred, Shred, Shred!



Have I been a Victim of Identity Theft?

- www.Equifax.com or 1.800.525.6285
- www.Experian.com or 1.888.397.3742
- www.TransUnion.com or 1.800.680.7289
- “Fraud Alert” or “Security Freeze”



Fake Checks

THIS DOCUMENT HAS A COLORED BACKGROUND AND MICROPRINTING. THE REVERSE SIDE INCLUDES AN ARTIFICIAL WATERMARK.

GOOGLE INC.
1600 AMPHITHEATRE PARKWAY
MOUNTAIN VIEW, CA 94043

CITIBANK N.A.
1 Penns Way
New Castle, DE 19720

47315184

DATE 06/15/2009

8220 / 311

PAY TO THE ORDER OF Don

\$ ****4,500.00**

FOUR-THOUSAND FIVE-HUNDRED AND 00/100 DOLLARS

Don
Martinsville,

MEMO For Cash Payment

[Signature]

⑆03⑆⑆00209⑆38768285⑆0473⑆5⑆8⑆

FOR SECURITY PURPOSES, THE FACE OF THIS DOCUMENT CONTAINS A COLORED BACKGROUND AND MICROPRINTING IN THE BORDER

COMERICA BANK & TRUST NATIONAL ASSOCIATION
100 Renaissance Center, Detroit, MI 48220

76-478
724

CASHIER'S CHECK

No.410063542

VOID IF NOT CASHED IN 90 DAYS

CHECK DATE	CHECK NUMBER	CHECK AMOUNT
10-12-2010	90389	***\$1,240.00

PAY TO THE ORDER OF One Thousand Two Hundred And Forty Dollars
Gene Davis

00/100

[Signature]
AUTHORIZED SIGNATURE

SECOND SIGNATURE REQUIRED FOR CHECKS OVER \$50,000

SECURITY FEATURES INCLUDED. DETAILS ON BACK

⑆04⑆10063542⑆ ⑆072404786⑆ ⑆2⑆769758⑆7⑆

THIS DOCUMENT HAS A GRADUATED BACKGROUND, DARK TO LIGHT. THE REVERSE SIDE INCLUDES AN ARTIFICIAL WATERMARK.

HAMILTON HEALTH CENTER, INC.
OPERATING ACCOUNT
1650 Walnut Street
Harrisburg, PA 17110-0098

FULTON BANK
1695 State Street
East Petersburg, PA 17520-0000

No. 22546
60-1422/313

Date 8/13/2012

Pay To The Order Of Wolkington X. Analemma

\$ ****2,300.00**

Two Thousand Three Hundred and 00/100 Dollars

Wolkington X. Analemma

MEMO: Instant Cash

[Signature]

⑆000022546⑆ ⑆03⑆130⑆1422⑆362555855

FAKE CHECK SCAMS

MAYBE:

You win a prize and are told to send back taxes and fees.

You sold an item online and the buyer overpays.

You get paid as a “secret shopper” and are told to wire back money.

IN ALL CASES:



You get a check.



They ask you to send back money.



THAT'S A SCAM.

Tech Support Scams



YouTube

Search

A video player showing a man with glasses and a light blue polo shirt sitting at a desk, looking at a laptop. The video is paused at 0:20 / 3:06. The player includes standard controls like play, volume, and full screen.

How to Avoid a Tech Support Scam | Federal Trade Commission

22,347 views • Mar 7, 2019

226 7 SHARE SAVE ...

<https://youtu.be/THYmUx3ofJk>



Tech Support Scams

Security Warning

Suspicious Activity Found

During a routine scan, We've found a possible virus, we cannot automatically remove. Please call the number listed below to get step by step guidance to secure your computer.

Call Now:

+1-855-270-1376

We will guide you through the process to secure your computer step by step. In the meantime we strongly advise you not to use your computer for any sensitive processes like logging in or shopping online.

The Following Information Is At Risk:

- Credit card information
- Facebook chat history
- Login Information
- Webcam Images
- Skype Chat Information
- E-mail Login Information
- Bank Login Details

WARNING: CPU VIRUS CHECK - Google Chrome

www.systemversion.com/?s1=rptest1a&tsid=63640-2040_5250_us

WARNING!

YOUR COMPUTER MAY BE INFECTED:

System Detected (2) Potentially Malicious Viruses: [Rookit.Sirefef.Spy](#) and [Trojan.FakeAV-Download](#). Your Personal & Financial Information MAY NOT BE SAFE.

To Remove Viruses, Call Tech Support Online Now:

1(866) 627-4049
(High Priority Virus Removal Call Line)

Your IP Address: 216.37.72.238 | Generated on: 03-11-2014 | Priority: Urgent

Error: Please install Flash Player HD to continue (Required)
Watch HD movies online | Support for full screen mode with multiple monitors | Bug fixed and security enhancements
[See details / User license Agreement](#) | Updating takes under a minute No restart is required | [Update](#)

treeforyou.com

COMPUTER VIRUS WARNING!

Identity Theft and Hacking Possibilities.
Contact emergency virus support now.

1(800) 808-7753

The system have found (96) viruses that pose a serious threat:

Threat	Alert
Trojan.FakeAV-Download	
Spyware.BANKER.ID	
Trojan.FakeAV-Download	
Trojan.FakeAV-Download	
Trojan.FakeAV-Download	
Trojan.FakeAV-Download	

<http://treeforyou.com>
Apple Detected Security Error, Due to Suspicious Activity. Please Contact Apple Certified Live Technicians For Help 1(800) 808-7753.

Your personal and financial information might be at risk call 1(800) 808-7753 for security check.

Do not try to remove the virus manually, contact with toll-free no. 1(800) 808-7753

http://www.vikingwebcammer.com/in2/ie/

Are you tired of these popups yet?

These popups are **NOT** caused by the websites you are visiting! They are caused by a piece of adware that is installed on **your pc**.



[Click here to download AdwCleaner!](#)

This is an easy, free 30 second process. Your System will be scanned immediately, and a solution for these pops will be provided. **Never see ads like this one again!**

What does this message mean?
When you see this message, it means that your pc has adware installed, its what pops these advertisements.
We advise you **NOT** to use your PC for anything that may transmit sensitive data, eg **Logging in, using your creditcard, do online banking or shopping**.

Data that might be at risk: **facebook login details, online bank accounts, passwords, creditcard data, skype login, your pictures and videos, your browsing history.**


24/7 UNMATCHED SERVICE AND SUPPORT.



Scam or Real?

Image B: www.clorox-sale.com Home Page



Refund Notification

Due to a sytem error you were double charged for your last order, A refund process was initiated but could not be completed due to errors in your billing information


REF CODE:2550CGE

You are required to provide us a valid billing address

[Click Here to Update Your Address](#)

After your information has been validated you should get your refund within 3 business days

We hope to see you again soon.
Amazon.com
Email ID: [redacted]

important notice
FedEx notification robot (info45635@2FedEx.com) [Add contact](#)
To: ije [redacted] l.com;
Cc: ij [redacted] .com;
 Documentz
ip



Dear customer.

The parcel was sent your home address.
And it will arrive within 7 business day.

More information and the tracking number
are attached in document below.

Thank you.

© FedEx 1995-2011

Subject: Re: Update Subscription
Payment - We've cancelled your
Membership effective August 03, 2020
Order Confirmed receipt ID: 65846300



Update current billing information

Unfortunately, we cannot authorize your payment
for the next billing cycle of your subscription, Netflix
was unable to receive a payment because the
financial institution rejected the monthly charge.

To resolve the issue, Please update your payment
information by pressing the button below

[Try Again Payment](#)

We are ready to help. Visit the [Help Center](#) For more
information or [contact us](#).

Questions? Call 1800 971 578
Netflix International, S.A.

[Terms of Use](#)
[Privacy](#)
[Help Centre](#)

Grandkid Scam

- Hi Grandpa its your grandson....
- I need your help
- I need money for bail, medicine, parking ticket...
- I'm embarrassed so please don't tell anyone..
- Please use wire transfer or prepaid gift cards...



Virtual Kidnapping

- Stay Calm.
- Avoid sharing information about you or your family during the call.
- Request to speak to the victim directly. Ask, “How do I know my loved one is okay?”
- Request the kidnapped victim call back from his/her cell phone
- Listen carefully to the voice of the kidnapped victim if they speak and ask questions only they would know.
- If they don’t let you speak to the victim, ask them to describe the victim or describe the vehicle they drive, if applicable.
- While staying on the line with alleged kidnappers, try to call the alleged kidnap victim from another phone.
- Attempt to text or contact the victim via social media.
- Attempt to physically locate the victim.
- To buy time, repeat the caller’s request and tell them you are writing down the demand, or tell the caller you need time to get things moving.
- Don’t directly challenge or argue with the caller. Keep your voice low and steady.





Construction Scams



Door to Door
Solicitations

High Pressure
Sales

Scare Tactics

Verbal
Agreements

Demand for
Cash

Illegally Large
Down
Payments

Most Common Scams...

- Police Department asking for bail money (phone)
- IRS for owed taxes (phone)
- Local utility company demanding payment (email/phone)
- Social Security Administration attempting to confirm information (phone/email)
- Bitcoin sellers (online)
- Online Rental of homes
- Opening of accounts in victim name





Cyber Crime Mitigation

- Use Multi-factor authentication
- Use Strong Passwords-Change Passwords
- Do Not Click on pop-ups or any emails and links that appear suspicious
- Use Anti-Virus software and allow for automatic updates
- Allow Software Patches to run automatic
- Minimize Open WiFi Activity
- Only Download from trusted sites
- Set up Alerts for financial accounts
- Do not share Private Information online or over the phone unless certain of person receiving
- Research, Research, Research!





Local Examples of Scams





Personal Safety

- Vigilant and Aware of Surroundings
- Avoid talking on phone and walking
- Ensure you can hear if using earphones while walking/jogging
- Walk with a friend
- Make eye contact with others while walking
- Carry purse/bag securely on arms
- Be aware of cellphone location at all times
- Park in well lite areas
- Call 9-1-1 to report suspicious people/cars



Sheriff's Office West Valley Substation

408.299.2311
(non-emergency)

408.868.6600
(Admin. Offices)

Text 9-1-1

1601 S. De Anza Boulevard Suite 148
Cupertino, CA 95014

Tips: vvptips@shf.sccgov.org

