



# Monthly Roundup



Why do we continue to hear about robocalls and tech support scams? Because they keep working! Despite all the headlines and warnings, consumers continue to fall for them, so we'll keep talking about them to help prevent you from becoming a victim.

## Hanging up on Robocalls



Due to increasing complaints about robocalls to landlines and mobile phone numbers, attorney generals from 35 states have [asked](#) the Federal Communications Commission (FCC) to push telephone providers to do more to stop robocalls. New protocols are available to help distinguish legitimate calls from scams, but will the phone companies do anything to prevent such calls that have been used to steal an estimated \$9.5 billion from consumers?

## Wising up on Tech-Support Scams



The bad news: tech support scams aren't going away anytime soon. The good news: consumers seem to be falling for them less often. According to Microsoft [research](#), consumers recognize unsolicited contact from tech companies such as Microsoft, Apple and Google, as a red flag. People also report they are interacting less with these scammers, and losing less money to their schemes.

! **Investigator Tip:** Check out [last month's Insights article](#) for more information on robocalls and phone scams (including tech-support scams), as well as how to identify them and protect yourself.



### Has Your PII Been Compromised?

According to First Data's [2018 Consumer Cybersecurity Study](#), more than one-third of consumers had their personally identifiable information (PII) compromised within the last year; nearly one-fourth assume their information is secure unless they have received a breach notification. Of all PII, your Social Security number is the piece the majority of consumers (64 percent) are most concerned about – and for good reason: it is considered the “Holy Grail” for cyber criminals.

- ! **Investigator Tip:** Be careful where you share your Social Security number. If it is requested, ask if it is required and if so, why is it needed and how will it be secured.



### Covering Your Tracks?

The “Do Not Track” feature on your web browser may not be protecting your privacy after all, as a [number of websites choose to ignore users' requests](#).

- ! **Investigator Tip:** To [keep your online activity private](#), consider using a Virtual Private Network (VPN), which can help you remain anonymous.



### What's a Few Million between Friends?

Turns out 30 million Facebook users had their authentication tokens stolen in the September data breach; initially, the number of affected users was reported to be 50 million. All of the stolen tokens had been invalidated; however, [29 million users had additional data stolen in the event](#).

- ! **Investigator Tip:** Facebook users can learn more about the breach in Facebook's [Help Center](#). If you have questions or concerns about how to protect your information on Facebook or other social media platforms, call us at 888.494.8519.



### “Trust Us, Privacy Is Very Important”

[Facebook has a new home video chat device](#), Portal. The primary function of the device is video conferencing for up to six people. Given the company's recent issues around privacy and data protection, it's no wonder a senior executive is stressing the importance of privacy and users' peace of mind.

- ! **Investigator Tip:** Make sure hardware and software for any internet-connected device is kept up-to-date to reduce vulnerabilities.



### Pulling Your Lego

By now you know you can't believe everything you see on Facebook, but when a fake page looks real – and when a [holiday trip to Legoland](#) is too tempting – it's easy to get carried away.

- ! **Investigator Tip:** As with many things on social media, if it sounds too good to be true, it probably is. Avoid scams, and the risk of exposing your personal information, by not liking, sharing, commenting or clicking on links in posts that seem suspicious.



### Fake Disaster News

Recent hurricanes left paths of destruction on the East and Gulf coasts, but some [images on social media may not be real](#).

! *Investigator Tip: To get the real story on natural disasters and their aftermath, check with reliable news sources. Also, be aware of [charity disaster scams](#)*



### What Does Apple Know about You?

Apple just made it easier for its customers to see what [personal data](#) the company holds linked to their Apple ID. In addition, Apple customers can also request that data be corrected, and that their accounts be deactivated or permanently deleted.

! *Investigator Tip: If you're concerned about protecting your privacy and your personal information, limit the amount of information you provide to any online service. Also, understand what information is collected and shared.*

