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This 'tech support' scam is stealing million from seniors, including my mom

10-12 minutes

My 76-year old mom is an incredibly tech-savvy senior who commands her gadgets more like a **Millennial** than someone born the same year the ballpoint pen was invented. She also has an array of built-in tech support experts all around her — including me — her own daughter!

Still, when a giant yellow “alert” covered half of her MacBook Pro screen a few weeks ago, warning her that hackers had taken control of her device and to call the “Apple Support” number on the screen immediately or else...she did just that. But the real danger wasn't a virus on her computer, it was the man who answered on the other end of the phone.

A new version of the old tech support scam

“I’m so embarrassed,” she tells me through tears. “There was a cursor running amok on my screen. I tried to grab it, and when I couldn’t, I figured since it was happening on a Mac, it was real. I called the number on the screen, a man answered, “Apple Support,” she pauses and her voice cracks again. “You know, these people are very good at what they do.”

My mom lost \$2,000 and even though she reported it to her bank right away, she’s been told there’s nothing they can do (more on this below). She feels horrible about it. I keep telling her not to feel bad. She’s the victim of the most successful **online fraud** against seniors in America today — a new version of the “tech support” scam — that’s bilked people out of billions of dollars for the last several years.

