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Remote Technical Support

Security Alert July 24, 2018

Dear Valued Customer,

As you know, we try to not send more than one email a week - the Question of the Week email. However, sometimes there's reason to send a special email inbetween. This is one of those times.

We have been receiving calls about an email that shows a customer's password and asks for money in the form of Bitcoin. Yesterday, we received this email ourselves. Here is the email. Where you see ***** at the subject line, that is where one of my old passwords was placed. it was a valid password but it was very old.

----Original Message-----

From: Savina Thatcher <dmgfloranceli@outlook.com>

Sent: Monday, July 23, 2018 7:41 PM To: John Grubb <john@4kcc.com> Subject: john - ^^^^^^

Lets get right to the point. Absolutely no one has paid me to check about you. You don't know me and you're most likely wondering why you're getting this email?

Let me tell you, I installed a software on the adult videos (pornographic material) web site and do you know what, you visited this website to experience fun (you know what I mean). While you were watching videos, your browser started out working as a RDP with a keylogger which gave me accessibility to your display and web camera. Immediately after that, my software program gathered every one of your contacts from your Messenger, social networks, and e-mailaccount. Next I created a double-screen video. First part displays the video you were viewing (you have a fine taste haha), and 2nd part displays the view of your web cam, and it is u.

You have 2 solutions. We will review these types of choices in aspects:

Very first choice is to neglect this e mail. As a result, I most certainly will send out your video clip to almost all of your personal contacts and thus just consider concerning the humiliation you will definitely get. And as a consequence should you be in a loving relationship, how it will eventually affect?

Next solution will be to pay me \$7000. Let us name it as a donation. In this situation, I most certainly will immediately eliminate your video footage. You could continue on with everyday life like this never took place and you are never going to hear back again from me.

You will make the payment by Bitcoin (if you don't know this, search "how to buy bitcoin" in Google search engine).

BTC Address: 1NDvwNiVKwXi2Gc48j34dYho5Mqctckw5m [case sensitive, copy & paste it]

Should you are making plans for going to the police, anyway, this email message can not be traced back to me. I have taken care of my steps. I am just not looking to ask you for so much, I just like to be rewarded. You have one day to pay. I've a unique pixel in this email, and now I know that you have read this email message. If I don't receive the BitCoins, I definitely will send your video to all of your contacts including friends and family, colleagues, etc. Having said that, if I receive the payment, I'll erase the recording right away. If you need proof, reply Yes & I will send out your video to your 13 friends. This is the nonnegotiable offer, and so please do not waste mine time & yours by replying to this email.

If you receive an email like this, DON'T PANIC! Don't let the fact that they are showing your correct name, email address and an old password fool you. This information was obtained from an old data security breach. Most likely, you have already changed the password. (If you haven't, you should do so now.) You should look at this email and any email like this by asking logical questions:

- 1) Do you go or have you ever gone to a porn site? Obviously, if you've never been to one of these sites, there couldn't be video of you there, now could there? (The person that sent this to me certainly doesn't realize I'm married to an Italian from Brooklyn and me going to a porn site would be a death sentence! LOL)
- 2) Do you have a webcam or a webcam which isn't covered when not in use? If your answer is "No!" then there couldn't be video of you, could there?
- 3) Does the email sound like it was written by an American? Joyce's first response when she read this email was that it sounded like a foreigner wrote it.

What should you do with this email? You should mark it Spam (Junk) and remove it from your Inbox.

Should you call your local police or the FBI? They really can't do anything and they are already aware of it as this email as been circulating for about a week now.

Please remember: never trust an email which tries to instill panic.

Never open an attachment you weren't expecting or one that is from someone you don't know.

Be leery of attachments even from people you do know!

If you have any questions about this email or similar ones, please call us or reply.

Thanks. Be safe online!

John 772-408-4425

Forward to a Friend



If you're a Remote Technical Support customer, we are changing to new software. If you have our old software (4KCC Remote Support icon), you can log in at your convenience and we will install the new software for you. We will also remove the old software.

If you aren't a RTS customer and need help, you can go to support.4kcc.com and follow the instructions to log into us. Hopefully, you'll decide to join the RTS program!





Summer Hiatus - Next Seminar

It's time for our summer break from seminars! There will be no seminar in July or August (but we will have webinars). Our next seminar will be Saturday, September 8, 2018. The seminar title is "I Am Not A Crook" and it will be from 10:00 a.m.-12 Noon.



