

This scam makes use of the problems being tackled by Virgin Media in the area and convinces you that they are Virgin Media and working to sort out the slow operating speed that the victim is experiencing. (Which I am).

Three scammers are involved: a woman who pretends to be in the technical office, with background noise of a call centre, a man who is introduced as the engineering supervisor, and a second man who is the 'technician'. They all have eastern accents.

The males take you through a series of screens on your computer, many of the screens are entitled with Virgin's name and asking you to 'click' on various links, presumably to gain your confidence in their operation to sort out the 'technical' problems and to get access to your computer.

Questions are asked about the router lights; the type of device being used; what you use the computer for; the problems you have been experiencing; and whether you are the account holder. Then they tell you that you pay your account monthly by direct debit, if you can confirm the bank you use, and if you bank online - (warning bells ringing!). I told them that I do not use online banking and the phone went dead.

They had me on the go for half an hour and at a time I was wanting to go out, so it is easy to get sucked in just to complete the call. The fact they used Virgin's work in the area made their reason for calling seem plausible.