



# CANADIAN ANTI-FRAUD CENTRE BULLETIN

Recovery Pitch Scams

2021-07-30

FRAUD: RECOGNIZE, REJECT, REPORT

This bulletin was prepared to provide information on recovery pitch scams, which target Canadians who have previously been victimized by other scams.

The CAFC continues to receive reports from victims of the recovery pitch scam. One form involves victims of the *Tech Support Scam* who previously paid scammers a fee to remove online threats, such as viruses from their computer. Victims are later called and advised the company has filed for bankruptcy and are offered a refund. Victims are asked to provide scammers access to their computer to process a refund via online banking. Furthermore, victims are asked to log into their online banking. The victim is told the screen will go black for a brief minute to process the refund, however the scammer utilizes the opportunity to forward money from the victim's line of credit or credit card to their bank account, making it appear as if a refund was deposited.

At this point, the scammer will either:

- Claim they deposited too much money (accidentally added an extra "0" to the number) and ask that you pay back the overpayment, usually with gift cards, or
- Have stolen your financial information while you were logging in.

Another variation of the scam involves scammers sending an email claiming to be a recognized company. The email asks the victim to call a phone number provided in the email because their payment could not be processed. The scammer will then direct the victim through a similar process where they get the victim's financial information and steal their money.

## Warning Signs – How to Protect Yourself

- Never pay an advance fee to obtain a refund.
- Be suspicious about unsolicited phone calls or emails advising that you are eligible for a refund.
- Always have your computer/device serviced by a reputable local business.
- Never allow an unknown person to gain remote access to your computer/device.
- Never pay with a gift card.
- Never provide your online banking information to anyone.
- Learn [more tips and tricks for protecting yourself from fraud](#).

If you think you or someone you know has been a victim of fraud, please report it to your local police and the Canadian Anti-Fraud Centre's [online reporting system](#) or by phone at 1-888-495-8501.



Royal Canadian Mounted Police  
Gendarmerie royale du Canada



Competition Bureau  
Canada

Bureau de la concurrence  
Canada



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