



Consumer Report To The FTC

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

About you

Name: CARLA [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Phone: [REDACTED]

City: [REDACTED] State: California Zip Code: [REDACTED]

Country: USA

What happened

After viewing the video I performed a Yahoo web search and was given the address .org. I clicked on this and decided to use the .com (as described on You Tube). This caused for my computer to behave erratically. Pop ups displayed and an audio voice said that I was being hacked. I was informed not to turn off my computer, and my IP address was copied and that I should call a number for technical support, immediately. I closed my browser and turned off the computer, then I cleaned the disk and there are not any problems.

How it started

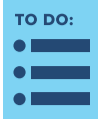
Date fraud began:	Amount I was asked for:	Amount I Paid:
08/17/2022		
Payment Used:	How I was contacted:	
	Website or App	

Details about the company, business, or individual

Company/Person		
Name: Ez Bankruptcy		
Address Line 1: Federal Building, 100 N. Palafox St	Address Line 2: Room 154	City: Pensacola
State: Florida	Zip Code: 32502	Country: USA
Email Address:		
Phone:		
Website: http://www.ezbankruptcy.com		
Name of Person You Dealt With: Ez Bankruptcy Forms YouTube		

Your Next Steps

If you gave a scammer remote access to your computer:



- Update your computer's security software.
- Run a scan and delete anything it identifies as a problem.
- If you shared any passwords, change your password right away. [Create new passwords that are strong.](#)
- If you think there's a problem with your computer, find a computer technician you can trust. Try finding someone at your computer manufacturer's website or a store that sells computer equipment and offers technical support in person.
- You also can file a report with your [state attorney general.](#)

If someone calls and offers you a refund for tech support services you paid for:

- Know it's probably a [fake refund scam](#). Don't give them your bank account, credit card, or other payment information to help get your money back.
- You can find out how to dispute a credit or debit card charge [here](#).

What Happens Next



- Your report will help us in our efforts to protect **all** consumers. Thank You!
- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We share your report with our law enforcement partners who also use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state and metro area by visiting [ftc.gov/exploredata](#).
- Investigations and cases do take time, but when we bring cases, we try to get money back for people. Check out [ftc.gov/refunds](#) to see recent FTC cases that resulted in refunds.