



## Helpful guide: How to report a computer malware attack



We've all been there, you're innocently clicking through your email account and something in particular stands out. You open the email, click the link or open the attachment and something strange appears on your screen – the video you expect to see won't open.

You recently updated your anti-virus software so thought nothing of clicking the link but inadvertently you have infected your PC with malware files that will now run rife through your folders – collecting passwords and gathering information perfect for the modern day computer hacker and identity thief. Days later you log back onto your PC and the problem is clear, your anti-virus software has detected the malware and your computer is 'infected'.

### What do you do now? Did you know that you can actually report this as a cybercrime?

Contact Action Fraud - If you've lost money or information or your computer has been taken over by a phishing or malware attack report it to Action Fraud. Action Fraud is the UK's national fraud and internet crime reporting centre, run by the National Fraud Authority, a government agency that works to tackle these crimes in the UK.

**Cybercrimes can be reported to Action Fraud, free on 0300 123 2040.**

**Or you can report a malware attack directly to them at:**

**<http://www.actionfraud.police.uk/fraud-az-malware>.**

Action Fraud needs evidence. If you can, try to preserve your original email and any anti-virus log that was generated as a result of the malware infection. Action Fraud collects and collates data on fraud crime and passes it on to the National Fraud Investigation Bureau and City of London Police who use this intelligence to tackle fraud crimes committed against both consumers and business.

Report all cybercrime. Even if no investigation takes place, by reporting the crime you are helping experts form a picture of the levels of cybercrime in the UK and any patterns that are forming. It doesn't take long to report the crime but by doing so you will be protecting other people from the computer criminals that have plagued your PC.

**For more information visit the Action Fraud website: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)**