



April 25, 2024

Dear Gerrell,

The Technology Professionals to the rescue!

I received a call from my father-in-law on a Saturday. Turns out he fell into a scam with someone involving his computer. It seems he found a bad application, and some nefarious people called him when they saw it being installed.

During the call, this individual was able to remote access his computer and started trying to move money around. It was a bad scenario. Fortunately, he felt weird about the call while it was happening, hung up on them, and took his laptop offline. Then called me.

Thanks to your info-minutes, I knew some things to tell him. First, I told him to keep his laptop offline, and then turn off the computer. I advised him to not turn it back on until he was working with a professional he trusted. I also encouraged him to go to his bank where they had accessed an open computer window and get new account numbers on his checking/savings accounts. They had moved a significant amount of money from his savings account, which didn't allow for wire transfers, to his checking account so they could wire money. It looks like they were trying to wire funds out of the account when he took his laptop offline. It could have been a disaster, and thankfully it wasn't.

With their money and accounts secure, it was time to get the laptop safe to use again. This is where you came to the rescue. You were able to get his computer back up, clean it out of nefarious software, and have it running smoothly again. My FIL is very anxious, asks lots of questions, and yet you were able to keep him calm, assure him, and knock it all out in under an hour.

Wow!

To top it off, I received calls and texts from my in-laws telling me how grateful they were to be connected to you, and how you got everything back to the way it was prior to their incident.

I cannot thank you enough for all the advice over the years on what to do in a crisis situation, and then you coming in and handling it for them. I've been referring you for years, and I will continue to do so.

Thank you so much Gerrell!

Sincerely,

A handwritten signature in blue ink that reads "Clay Jeffreys".

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