

Dear Family and Friends:

On August 4th I received an e-mail from a friend recommending an article in The Huffington Post. I clicked on the link, read the story and then activated another link in newspaper.

Suddenly my computer “locked up” (none of the keys worked). The monitor was “frozen”. It displayed a page that looked like it was a genuine Microsoft bulletin.

Within seconds a printed announcement appeared on the screen stating that my computer had been pirated and that my personal data (eg, passwords, financial transactions, etc) were being sent to hackers. A voice announced that if I wanted to stop the transfer and restore my computer I would have to call a specific phone number for assistance. If I did not respond within a certain period of time it would be too late to abort the transfer and repair the computer. The message was repeated over and over again.

Luckily, I had someone who could help me. For the past 4-5 years I had been using Avie Uniglicht as my technical consultant. He installed my computer system and over time always “had my back” (more on Avie below).

I phoned Avie and he took command with the following instructions:

- 1. Turn off the Central Processing Unit (CPU): keep pressing the power button for at least 60 seconds.
Your monitor screen will turn black...keep pressing the button until the time is up.
Then, restart the computer ...it should load normally.**
- 2. Activate your CCleaner (formerly Crap Cleaner) utility software. (This removes the 'junk' that accumulates over time on the hard drive. I use the Priform CC Cleaner).**
- 3. Run your antimalware software (It protects against infections caused by many types of malware. I use the Malwarebytes Anti-Malware Program).**
- 4. When the antimalware has finished, run you anti-virus program (I use the Webroot Secure Anywhere software)**

These procedures restored my system.

As I said earlier, Avie Uniglicht takes care of my computer. He is very knowledgeable, exceptionally accessible, reliable and eager to please. All of us

need someone like Avie to help manage our computers. I recommend Avie with enthusiasm and without any reservation.

You can contact Avie at: (888)-374-3712 or on his web site: www.aSKaVIE.com

Many of his services can be carried out remotely without coming to your home. If you need more information please get in touch with me.

Norton Taichman

Narberth, Pennsylvania