

From: Virgin Media Customer Internet Security Team <internetsecurity@virginmedia.co.uk>

Subject: [IMPORTANT] Virgin Media Alert: Your device may have a virus

[DATE]

Virgin Media Account Holder: [FIRST NAME LAST NAME]
Your Virgin Media account number: [AREA CODE] - [ACC NUMBER]
Our Reference: MALWARE-[Remedy Reference]

TIP: Want to check this e-mail is genuine? We have used information above such as your account number that only Virgin Media has access to. If you want to verify this, please check your latest bill.

We are also hosting a copy of this e-mail on our website see virginmedia.com/malware

Dear [TITLE] [SURNAME],

Since we last wrote to you on [Date] we have again been alerted that a device on your network may have become infected with a virus, commonly known as “malware” (malicious software). It is highly important you take action to stay safe and secure. This e-mail gives you details of what we know and how you can deal with it.

What has happened?

We work with a number of not-for-profit organisations across the banking industry and security sectors that collate information on devices across the internet that appear to be infected with a virus. They alert us and other UK Internet Service Providers when any of these devices appear on their network.

An infected device may result in it being used to send out more viruses to other internet users. Any personal data that you hold on your devices could be compromised, corrupted or lost. Malware can also cause your internet connection to slow down.

The [VIRUS NAME] virus was detected on a device using your internet connection or home network on [DD/MM/YYYY]. If you are already aware of the issue, and have taken steps to fix it since this date you can ignore this communication. Otherwise it is very important that you take steps now to remedy this situation and make your device and network safe and secure.

What can I do about it?

First of all – don't worry! We're here to help and if you have a basic knowledge of digital devices there are a number of steps you can take to get rid of viruses and to keep you protected. Please note, you should read all four steps listed below first:

1. Check to see if your device has a virus

The best way to do this is by using an online virus scanner, some good free ones are;

f-secure.com/en/web/home_global/online-scanner *
eset.com/onlinescan *
bitdefender.co.uk/scanner/online/free.html *

2. Use your Internet Security package to remove the virus

F-Secure SAFE is included free of charge for 12 months with your Virgin Broadband.

If you already use F-Secure SAFE, make sure "Viruses and spyware scanning" is turned on.

If you don't have a security package please register for F-Secure SAFE by signing into your account at virginmedia.com/myvirginmedia and going to My Apps. Once downloaded and installed it will immediately run a scan of your device. If you require assistance with F-Secure SAFE please contact F-Secure support on 0844 338 0132. Alternatively, please install an alternative solution.

3. Get up-to-date software

If you're using a Windows based PC you can visit windowsupdate.microsoft.com monthly or enable automatic updates, as this provides you with the latest security patches for Windows. Please visit this site several times until there are no further updates available.

4. Activate Web Safe

In order to avoid future infections it is recommended that you turn on Virus Safe, which is available as part of our free Web Safe service which can be found within My Virgin Media. Web Safe will help you block access to web sites known to be infected or to distribute Malware. Full details can be found by signing in to your account at virginmedia.com/myvirginmedia.

If you would like further advice or to verify that this letter is a genuine Virgin Media communication then our forum community will be happy to help. Just visit virginmedia.com/forums and join the conversation on our Internet Security board.

If you are unable to fix this issue yourself we advise that you seek the advice of our Digital Home Support** or visit a local repair/upgrade shop/nationwide chain for a payable service to help secure your connection. For more information on how our Digital Home Support service can help please call 0800 014 7398 or visit virginmedia.com/dhs.

Yours Sincerely

[Analyst Name]
Virgin Media

* These links to external sites are provided as a courtesy and we are not responsible for the content of these sites or any problems encountered whilst applying these steps and we are not able to provide any technical support for such problems.

** Minimum system requirements and Acceptable Use Policy apply. Digital Home Support is available on a monthly subscription basis (6 month minimum term applies) or as a "One-Off Fix" service. Digital Home Support terms and conditions apply.

PLEASE NOTE: This is an advisory e-mail that has been generated from an e-mail address that is unable to accept replies. Please visit getsafeonline.org for free online security advice.