

## **Important Updates**

Posted 4/22/14

### **Windows XP Support has ended as of April 8<sup>th</sup>, 2014**

Most of the information provided in this letter has been directly quoted from the Windows.microsoft.com website. What we have tried to do is condense the information for quick reading so you can save time learning about what you may need to do to continue to use your computers safely and effectively. It is vital information if you are still using a computer that has Windows XP. For those of you who have a computer running Windows 7 or Windows 8 you need not to be concerned.

Technical assistance for Windows XP is no longer available which means you will no longer receive automatic updates that protect your computer from malware and viruses. Eventually you will encounter software and hardware problems by not updating your computer.

If your PC is running on Windows XP you need to buy a new computer. (Although your computer will continue to work, you are not protected from viruses, malware and your internet browsing will not be secured). Transferring all your documents such as word documents, excel and photos from your old PC to your new PC is easy and free.

You can move all your Windows XP “stuff” to your new PC with Windows 8 with a free link called Laplink PC Mover Express.

Laplink is a free data migration solution that will walk you through all the steps to getting your current files, settings and user profiles to your new Windows laptop, desktop, or tablet. To transfer your files, you will need both the old and new computers hooked up to the internet. The website for this link is: <http://ww2.laplink.com/free/>

Download the free program to both computers and then follow the easy step-by-step instructions. If you feel the need to speak to someone at Laplink, they have a free support line 24/7. The number is (877) 534-9644

Microsoft is also offering free support in the process of upgrading and transferring files. That number is (877) 696-7786.

If you are having difficulties you should contact your computer technician for assistance.

October 31, 2013

## **IRS SCAM – THE IRS WILL NEVER CALL YOU AND ASK FOR PERSONAL INFO**

WASHINGTON — The Internal Revenue Service today warned consumers about a sophisticated phone scam targeting taxpayers, including recent immigrants, throughout the country.

Victims are told they owe money to the IRS and it must be paid promptly through a pre-loaded debit card or wire transfer. If the victim refuses to cooperate, they are then threatened with arrest, deportation or suspension of a business or driver's license. In many cases, the caller becomes hostile and insulting.

“This scam has hit taxpayers in nearly every state in the country. We want to educate taxpayers so they can help protect themselves. Rest assured, we do not and will not ask for credit card numbers over the phone, nor request a pre-paid debit card or wire transfer,” says IRS Acting Commissioner Danny Werfel. “If someone unexpectedly calls claiming to be from the IRS and threatens police arrest, deportation or license revocation if you don't pay immediately, that is a sign that it really isn't the IRS calling.” Werfel noted that the first IRS contact with taxpayers on a tax issue is likely to occur via mail

Other characteristics of this scam include:

- Scammers use fake names and IRS badge numbers. They generally use common names and surnames to identify themselves.
- Scammers may be able to recite the last four digits of a victim's Social Security Number.
- Scammers spoof the IRS toll-free number on caller ID to make it appear that it's the IRS calling.
- Scammers sometimes send bogus IRS emails to some victims to support their bogus calls.
- Victims hear background noise of other calls being conducted to mimic a call site.
- After threatening victims with jail time or driver's license revocation, scammers hang up and others soon call back pretending to be from the local police or DMV, and the caller ID supports their claim.

If you get a phone call from someone claiming to be from the IRS, here's what you should do:

- If you know you owe taxes or you think you might owe taxes, call the IRS at 800-829-1040. The IRS employees at that line can help you with a payment issue – if there really is such an issue.
- If you know you don't owe taxes or have no reason to think that you owe any taxes (for example, you've never received a bill or the caller made some bogus threats as described above), then call and report the incident to the [Treasury Inspector General for Tax Administration](#) at 800-366-4484.

- If you've been targeted by this scam, you should also contact the Federal Trade Commission and use their "[FTC Complaint Assistant](#)" at [FTC.gov](#). Please add "IRS Telephone Scam" to the comments of your complaint.

Taxpayers should be aware that there are other unrelated scams (such as a lottery sweepstakes) and solicitations (such as debt relief) that fraudulently claim to be from the IRS.

The IRS encourages taxpayers to be vigilant against phone and email scams that use the IRS as a lure. The IRS does not initiate contact with taxpayers by email to request personal or financial information. This includes any type of electronic communication, such as text messages and social media channels. The IRS also does not ask for PINs, passwords or similar confidential access information for credit card, bank or other financial accounts. Recipients should not open any attachments or click on any links contained in the message. Instead, forward the e-mail to [phishing@irs.gov](mailto:phishing@irs.gov).

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The payroll tax cut for 2011, which had been extended through February 29, 2012, that lowered social security tax withholding to 4.2 percent, has now been extended through the end of 2012.