

Events of 8/25/2022

Regarding Ease Computer Solutions

Received a phone message at 3:30 pm from Sofia, at Ease Computer Solutions, telling me my service agreement was about to expire. She told me it would cost \$3000 to renew it. I told her I did not wish to renew it as I had already informed them to stop services at the end of the previous 3 year agreement which had cost \$500. At that time, they wanted \$1500 to renew it. She then said she would transfer me to her manager.

After informing the manager, Jason, that I did not want to renew the agreement and had told them that at the end of the three years. He said that agreement was only for virus protection and it was renewed as a full protection plan. Next he told me he had to get on my laptop to remove something from it (that would terminate the monitoring?). When I told him I could not give him access to the desktop computer as it was not functioning for over a year, he asked me how old my laptop was and I said 3-4 but probably closer to three years. He next requested that I load a program onto my laptop that would allow him to access what he needed to remove from my laptop. It was called Ultraviewer. I asked if I would be able to see what he was and doing and he replied "yes". After loading I could see he was on my system checking things out. At one point he asked me to enter my name, address and phone number on a screen where he had just typed out the subject lines for name, address and phone number. After this I was asked if he could put me on hold several times for as long as three minutes.

Next he informs me that I have an auto renewing agreement which renewed on a yearly basis at a cost of \$500 for a period of five years. If I canceled it, I would have to pay them \$1500 for the years 2020-2022. Also, unless I paid that amount **today**, I would be charged an additional \$2500 to renew through the year 2023 and another five years beyond. I'm not sure how he arrived at this amount but he planned to charge my account for \$5000 plus tax.

He next informs that I e-signed a 5 year agreement, renewable yearly and did I not read and agree to the terms?, which I again told him it was a three year agreement for \$500. He starts moving the cursor rapidly all over my desktop screen, probably to divert my attention as he still has control of my laptop, while muttering something about “where is that file?”

Next he says louder, “Oh there it is”, as he clicks on a PDF icon and pulls up my agreement. He displays the file and presents it to me to view and shows me my signature. I replied that it wasn’t my signature to which he replied that it is an e-signature.

I will interject at this point that as I recall, the company I paid in 2019 was named Pegasus. I also verified that the PDF file he showed me that was supposedly on my computer was created today and have it documented by screen photograph.

This document shows I paid for installation and 1 year of full, not virus only services for \$500 in 2019. The \$500 for the years 2020-2023 were listed as “pending”. I questioned him as to if that agreement was to be paid yearly, why didn’t they contact me for the last three years to collect the fee? He told me they did and I didn’t respond. I asked if it was their business practice to bill for 4 years of service after it was provided as I don’t know of any companies that do that. He muttered something about their customers were so reliable and appreciated their multiple and advanced services so much that collecting it was not a problem.

I will admit that I was contacted during that 3 year period and told about problems which they detected. But after the 3 year period I terminated the “virus only protection”. They did try to call me after that to report problems but I told them I did not want their help, the plan was not renewed, and I had other security software.

We proceeded to argue, I hung up on him, and he kept calling back. I answered and told him any further communication should be in writing for review with a lawyer. That didn’t stop him from telling me via another voice mail that they were still going to charge my account for the \$5000 plus tax.

Between the call backs I had already alerted my bank of probable fraud charges coming up. I then returned to my desktop page and found that all the icons were missing. It took some time to find the right information to get those back. I also deleted the software that allowed the computer sharing almost immediately when a message popped up about allowing someone to sign on my laptime. I have changed account passwords on the sign in page, Google account, Microsoft and Apple accounts. I have two step identification on my bank account requiring device and fingerprint ID, and Paypal as well. I have had Bitdefender password Protection for some time. I also activated it's VPN. While working on this document tonight and changing programs, I did get a message that someone near Columbus, Ohio was trying to access my Apple account and I denied it. Tomorrow I will be reviewing Identity Theft protection software.

I am concerned about any effect this will have on my credit ratings as they are excellent at this point. I am 67 years old and feel that this company is attempting to prey on previous customers of Pegasus and maybe senior citizens to extort money from them. As noted, Jason changed his story about a 3 year virus only coverage to an agreed upon 5 year full protection coverage. His claim that they do not bill customers until the plan is completed is pure fabrication and ridiculous. He had ample time to place that PDF icon and file containing my "supposed 5 year agreement" on my desktop while signed onto my computer and arguing with me. I even said he could send me all the written documentation he claims to have and if my lawyer says I owe the money after reviewing it, I'll pay it. Jason declined this saying he is trying to help me. He could make payment arrangements if that would be easier, say \$500 a month. This man clearly wants to frighten me into making the payment. I am curious as to why the company was not aware that the desktop computer, which is where Pegasus installed the monitoring had not been operational for well over a year. Perhaps that is why he needed to get on my laptop to insert that fabricated PDF agreement document. I did not inform him that I had regular backups on an external drive from the desktop computer and could probably access information about the Pegasus agreement.

I also plan to file a copy of this report and picture documentation to the Ohio Attorney General's Consumer Complaint division. I can also send it to AARP as they are very active in Senior Fraud Complaints. I believe I can also file it with State House and Senate representatives.

The only information I have on this Company is their name: Ease Computer Solutions. I have a phone number used to call me first by Sofia as 1-832-706-1231 that originated in Houston, TX at which time she left the phone message to call back. The number to call back was 888-953-9626. That's when she told me the new plan was going to be ordered with an automatic charge of \$3000 to my account and I should call her back if I wanted to make changes. The next number used for the four call backs from Jason is 1-832-604-0734 and originated from Jersey Village, Tx.

These are the facts as I know them.

Jane Schreiner

