

21 March 2016



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I am writing to you on behalf of XXXXXXXX, who contacted Training Highway to ask advice about what was believed to be a scam to extort money when a particular website was visited. I understand that they have paid using their credit card nearly £200.00 to an organisation that I have made enquiries about and tried to send messages on their behalf.

I have contacted the company concerned (Indyserve/PCSupremo.com) without reply (sent web form and e-mail both without response), but have discovered a relationship with another 'company' trading as '7webmatrix'. Both companies' websites have the same contact forms and similar information.

According to Companies House the Name & Registered Office of INDYSERVE TECHNOLOGIES LTD is c/o SUITE 118, EMPIRE HOUSE, 1 EMPIRE WAY, WEMBLEY, MIDDLESEX, HA9 0EW

Company No. 09159351 and Date of Incorporation was 04/08/2014.

The Last Accounts Made Up To was 31/08/2015 and the company was DORMANT.

The 7webmatrix 'company' on their website also state that it "is an Indyserve Technologies Ltd division which was incorporated under the companies Act 2006 as a Private Ltd Company in United Kingdom". No company registration number is shown on this website.

I can categorically state that this 'company' – whoever they are – had installed software on XXXXXXXX's computer that bears no relation to what the scam message and subsequent telephone calls that were made (to an 0800 number) to 'resolve a problem' that never existed in the first place.

My organisation has completely wiped the hard drive of the computer, as it is impossible to know what hidden malware had been installed remotely by 'Indyserve'.

Training Highway is a not-for-profit organisation, established in 2001, that helps (generally) older, less experienced people with technology. It is company limited by guarantee registered in England no.

Yours faithfully

Philip Birch  
Director