

Denver

About **News** Wanted and Missing Persons | Community Outreach | Recruitment

FBI Denver

Public Affairs Specialist Vikki Migoya
FBIDN_PublicAffairs@fbi.gov

 X.com  Facebook  Email

March 7, 2025

FBI Denver Warns of Online File Converter Scam

The FBI Denver Field Office is warning that agents are increasingly seeing a scam involving free online document converter tools, and we want to encourage victims to report instances of this scam.

In this scenario, criminals use free online document converter tools to load malware onto victims' computers, leading to incidents such as ransomware.

"The best way to thwart these fraudsters is to educate people so they don't fall victim to these fraudsters in the first place," said FBI Denver Special Agent in Charge Mark Michalek. "If you or someone you know has been affected by this scheme, we encourage you to make a report and take actions to protect your assets. Every day, we are working to hold these scammers accountable and provide victims with the resources they need."

To conduct this scheme, cyber criminals across the globe are using any type of free document converter or downloader tool. This might be a website claiming to convert one type of file to another, such as a .doc file to a .pdf file. It might also claim to combine files, such as joining multiple .jpg files into one .pdf file. The suspect program might claim to be an MP3 or MP4 downloading tool.

These converters and downloading tools will do the task advertised, but the resulting file can contain hidden malware giving criminals access to the victim's computer. The tools can also scrape the submitted files for:

- Personal identifying information, such as social security numbers, dates of birth, phone numbers, etc.)
- Banking information
- Cryptocurrency information (seed phrases, wallet addresses, etc.)
- Email addresses
- Passwords

Unfortunately, many victims don't realize they have been infected by malware until it's too late, and their computer is infected with ransomware or their identity has been stolen.

The FBI Denver Field Office encourages victims or attempted victims of this type of scheme to report it to the FBI Internet Crime Complaint Center at www.ic3.gov.

In addition, the FBI Denver Field Office recommends taking the following actions to protect yourself from this scam:

- Take a breath, slow down and think. Be aware of your actions online and what risks you could be exposed to.
- Keep your virus scan software up to date and scan any file you receive before opening it to help eliminate malicious software from being installed on your computer.

If you are a victim of this scam, here are some steps to take:

- Contact your financial institutions immediately. Take steps to protect your identity and your accounts.
- Change all your passwords using a clean, trusted device.
- Make a report at IC3.gov
- Run up-to-date virus scan software to check for potentially malicious software installed by the scammers. Consider taking your computer to a professional company specializing in virus and malware removal services.

Most Wanted

- [Ten Most Wanted](#)
- [Fugitives](#)
- [Terrorism](#)
- [Kidnappings / Missing Persons](#)
- [Seeking Information](#)
- [Bank Robbers](#)
- [ECAP](#)
- [ViCAP](#)

FBI Jobs

- [Submit a Tip](#)
- [Crime Statistics](#)
- [History](#)
- [FOIPA](#)
- [Scams & Safety](#)
- [FBI Kids](#)

News

- [Stories](#)
- [Videos](#)
- [Press Releases](#)
- [Speeches and Testimony](#)
- [Podcasts and Radio](#)
- [Photos](#)
- [Español](#)
- [Apps](#)

How We Can Help You

- [Law Enforcement](#)
- [Victims](#)
- [Parents and Caregivers](#)
- [Students](#)
- [Businesses](#)
- [Safety Resources](#)
- [Need an FBI Service or More Information?](#)

What We Investigate

- [Terrorism](#)
- [Counterintelligence](#)
- [Cyber Crime](#)
- [Public Corruption](#)
- [Civil Rights](#)
- [Organized Crime](#)
- [White-Collar Crime](#)
- [Violent Crime](#)
- [WMD](#)

About

- [Mission & Priorities](#)
- [Leadership & Structure](#)
- [Partnerships](#)
- [Community Outreach](#)
- [FAQs](#)

Contact Us

- [Field Offices](#)
- [FBI Headquarters](#)
- [Visit the FBI Experience](#)
- [Overseas Offices](#)

Additional Resources

- [Accessibility](#)
- [eRulemaking](#)
- [Freedom of Information / Privacy Act](#)
- [Legal Notices](#)
- [Legal Policies & Disclaimers](#)
- [Privacy Policy](#)
- [USA.gov](#)
- [White House](#)
- [No FEAR Act](#)
- [Equal Opportunity](#)

