

From: Jim Hiemstra  
Posted At: Sunday, May 16, 2004 2:24 PM  
Posted To: spywareworkshop2004  
Conversation: Spyware Workshop - Comment, P044509  
Subject: Spyware Workshop - Comment, P044509

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RE: Spyware problem

100% of my clients have never requested or knew that spyware installed itself onto their computers. Most systems crashed within a few weeks. These drive-by installations have cost each of my clients hundreds of dollars in computer software repair costs, lost data, lost work time to bring hardware in for repair, and mistrust of the internet and vendors selling on the internet.

To keep our on line businesses safe and growing we need to protect the non technical consumers from adware, spyware, spam, worms and virus. When companies or individuals are caught, then require swift action and harsh financial punishment. Suggest are a federal/state penalty and a 10X payment for repairs (payable within 60 days) to the victims. Our online clients need to know they can trust our online systems to help the consumers find the personal and business information they need to improve their personal lives and to expand their business.

Without improvements I see the IRS e-file program demise in the near future. More clients are concerned that IRS e-file is insecure and subject to online fraud. Several clients this year denied permission to e-file their tax returns due their fear of the internet problems.

Jim Hiemstra