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Conversation: Spyware Workshop - Comment, P0445090P044509
Subject: Spyware Workshop - Comment, P0445090P044509

I currently work for a bank that offers free online banking with bill pay. I do technical support for our customers. Not all people who use computers have the technical know how to understand what is happening to their computers when they shop online and pick up spy ware. It is frustrating to them when pop-ups come up on their screens when all they want to do is check their accounts or pay a bill. I have walked customers through their Internet settings to accept cookies for our site. A lot of them do not want to accept cookies because of the fear of spy ware. Other customers who have spy ware blockers have trouble on secure sites such as ours because the blockers block our site as well.

On my home computer I have use a spy ware blocker and found it to be quite annoying. When ever I had it on and was surfing the web for something every other page was showing blocked. I had to do extra steps with the spy ware to accept the pages I was looking up. This was only a trial version but because it was so annoying I did not buy it.

Besides, why should computer users have to spend money to block something that they never asked for.

I have a service which blocks telemarketing on my phone. Nothing is more annoying than to sit down at dinner to have the phone ring and find it is a telemarketer, except spy ware, which is in the same category.

I do vote for making spy ware illegal.

Sincerely,

Lorraine Green