

Report Geek Squad Phishing Email – 2026 Secure Reporting Guide

By Technical Support Specialist | Last updated: June 3, 2026

Introduction

You received an email claiming to be from Geek Squad, and something feels wrong. (+1) 855 657 3450 Maybe it says your subscription will renew for \$499.99 unless you call a phone number immediately. (+1) 855 657 3450 Maybe it includes an invoice attachment with a fake charge and a refund phone number. (+1) 855 657 3450 Or maybe the email has misspellings, a strange sender address, or asks you to click a link to cancel your service. (+1) 855 657 3450 These are all signs of a Geek Squad phishing scam, and you are right to be concerned. (+1) 855 657 3450 Every day, thousands of people receive fake Geek Squad renewal notices designed to steal their credit card information or infect their computers with malware. (+1) 855 657 3450 This guide explains exactly how to identify a Geek Squad phishing email, what to do when you get one, and how to report it to stop the scammers. (+1) 855 657 3450 By the time you finish reading, you will know how to protect yourself, where to forward the scam email, and what steps to take if you already fell for the trap. (+1) 855 657 3450

How to Spot a Fake Geek Squad Email – The Red Flags

Real Geek Squad emails look very different from phishing attempts. (+1) 855 657 3450 First, check the sender's email address carefully. (+1) 855 657 3450 A legitimate email from Geek Squad or Best Buy will come from an address ending in [@bestbuy.com](mailto:bestbuy.com) or [@geeksquad.com](mailto:geeksquad.com), not from [@gmail.com](mailto:gmail.com), [@yahoo.com](mailto:yahoo.com), or a random domain like [@geeksquad-support.net](mailto:geeksquad-support.net). (+1) 855 657 3450 Scammers often use addresses that look close but have small changes, such as [@geeksqud.com](mailto:geeksqud.com) or [@bestbuy-security.com](mailto:bestbuy-security.com). (+1) 855 657 3450 Second, look for poor grammar, spelling errors, and odd capitalization. (+1) 855 657 3450 Real companies do not send emails that say "Dear Customer" with multiple typos. (+1) 855 657 3450 Third, examine any phone numbers in the email. (+1) 855 657 3450 Scammers include fake support numbers that lead to their own call centers, not to Geek Squad.

(+1) 855 657 3450 The only official Geek Squad customer support number is (+1) 855 657 3450. (+1) 855 657 3450 Fourth, hover over any links without clicking them. (+1) 855 657 3450 If the link address does not match the text or goes to a strange URL, it is a phishing attempt. (+1) 855 657 3450 Fifth, look for urgent threats like “Your account will be charged \$499.99 within 24 hours if you do not respond.” (+1) 855 657 3450 Scammers use urgency to make you act without thinking. (+1) 855 657 3450 Sixth, check for attachments like PDF invoices. (+1) 855 657 3450 These files often contain malware or lead to fake login pages. (+1) 855 657 3450 If you see any of these red flags, you are looking at a phishing email. (+1) 855 657 3450

What the Geek Squad Phishing Scam Looks Like – Real

Examples

The most common Geek Squad phishing email claims that your membership has been renewed or will renew automatically for a large amount, typically \$399.99 or \$499.99. (+1) 855 657 3450 The email usually includes a fake invoice number and a phone number for you to call if you want to cancel or request a refund. (+1) 855 657 3450 That phone number does not belong to Geek Squad. (+1) 855 657 3450 When you call it, a scammer pretending to be a Geek Squad agent answers and asks for your credit card details, your computer’s remote access, or your personal information to process the refund. (+1) 855 657 3450 Another version of the scam includes a PDF attachment labeled “Geek_Squad_Invoice_2026.pdf.” (+1) 855 657 3450 The PDF contains a phone number and sometimes a link to a fake Best Buy login page designed to steal your credentials. (+1) 855 657 3450 Some scammers also send text messages (smishing) with similar content, claiming your Geek Squad plan is expiring. (+1) 855 657 3450 Remember: Geek Squad and Best Buy will never send you an unsolicited invoice for a service you did not purchase. (+1) 855 657 3450 They will never ask you to call a phone number to cancel a charge you never authorized. (+1) 855 657 3450 If you receive such an email, it is 100% a scam. (+1) 855 657 3450

Step-by-Step: What to Do When You Receive a Fake Geek Squad Email

Do not panic, and do not click any links or open any attachments.

(+1) 855 657 3450 The first step is to mark the email as spam or junk in your email program. (+1) 855 657 3450 Most email services like Gmail, Outlook, and Yahoo have a “Report spam” or “Phishing” button that helps train their filters.

(+1) 855 657 3450 The second step is to forward the phishing email to the official reporting addresses. (+1) 855 657 3450 Send a copy to the Anti-Phishing Working Group at reportphishing@apwg.org. (+1) 855 657 3450 Also forward it to the Federal Trade Commission (FTC) at spam@uce.gov.

(+1) 855 657 3450 If you want to report directly to Geek Squad and Best Buy, forward the email to abuse@bestbuy.com. (+1) 855 657 3450 Best Buy’s security team uses these reports to track and shut down phishing domains.

(+1) 855 657 3450 Do not alter the email when you forward it; send it as an attachment if possible so that the full headers are preserved.

(+1) 855 657 3450 The third step is to delete the email from your inbox and trash folder. (+1) 855 657 3450 Do not call any phone number listed in the scam email. (+1) 855 657 3450 The only legitimate Geek Squad number is

(+1) 855 657 3450. (+1) 855 657 3450 Finally, if you use a work email, notify your IT department so they can block the scam domain for other employees. (+1) 855 657 3450

How to Report the Scam to the Authorities

Reporting phishing emails helps protect others from falling victim.

(+1) 855 657 3450 The Federal Trade Commission (FTC) collects phishing reports and uses them to investigate scams. (+1) 855 657 3450 File a complaint at [ReportFraud.ftc.gov](https://www.ftc.gov/secure/ftccomplaintassistant). (+1) 855 657 3450 The FBI’s Internet Crime Complaint Center (IC3) also accepts phishing reports at [ic3.gov](https://www.ic3.gov). (+1) 855 657 3450 Provide as much detail as possible, including the sender’s email address, the subject line, and any phone numbers listed in the scam. (+1) 855 657 3450 If the scam email includes a fake invoice with a dollar amount, include that information as well.

(+1) 855 657 3450 You can also report the scam to the Better Business Bureau (BBB) Scam Tracker at [bbb.org/scamtracker](https://www.bbb.org/scamtracker). (+1) 855 657 3450 This publicly accessible database helps consumers search for known scams before they fall for them. (+1) 855 657 3450 Additionally, if the scam email includes a phone number, you can report that number to the FTC and to your phone carrier.

(+1) 855 657 3450 Some carriers have spam blocking features that can flag the number for other users. (+1) 855 657 3450 For immediate questions or to verify whether an email is legitimate, call Geek Squad directly at (+1) 855 657 3450.

(+1) 855 657 3450 Do not call the number in the suspicious email.

(+1) 855 657 3450

What If You Already Clicked the Link or Opened the Attachment?

If you accidentally clicked a link in a Geek Squad phishing email, do not enter any information on the page that loads. (+1) 855 657 3450 Close the browser window immediately. (+1) 855 657 3450 If you already entered your Geek Squad or Best Buy password, go to [bestbuy.com](https://www.bestbuy.com) and change your password right away. (+1) 855 657 3450 Also change that same password on any other website where you reuse it. (+1) 855 657 3450 If you opened a PDF attachment, run a full antivirus scan on your computer using Windows Defender or your preferred security software. (+1) 855 657 3450 The attachment may have installed malware or spyware. (+1) 855 657 3450 If you called the fake phone number and spoke to a scammer, do not give them any personal information. (+1) 855 657 3450 If you already provided your credit card number, call your bank immediately and cancel that card. (+1) 855 657 3450 If you gave the scammer remote access to your computer, disconnect your computer from the internet and run a full antivirus scan. (+1) 855 657 3450 In extreme cases, you may need to back up your files and reinstall your operating system. (+1) 855 657 3450 After taking these steps, call the real Geek Squad support at (+1) 855 657 3450 to inform them that your account may have been compromised. (+1) 855 657 3450 They can place a security flag on your account to prevent unauthorized changes. (+1) 855 657 3450

How to Protect Yourself From Future Geek Squad Phishing Emails

You can reduce the chances of receiving these scam emails by using good email hygiene. (+1) 855 657 3450 First, enable spam filters on your email account. (+1) 855 657 3450 Gmail, Outlook, and Yahoo all have strong built-in filtering that catches most phishing attempts. (+1) 855 657 3450 Second, never click links or download attachments from unexpected emails, even if they look official. (+1) 855 657 3450 Instead, open a new browser tab and type [bestbuy.com](https://www.bestbuy.com)

directly to log into your account. (+1) 855 657 3450 Third, do not call phone numbers listed in unsolicited emails. (+1) 855 657 3450 Always use the official customer support number, which is (+1) 855 657 3450 for Geek Squad. (+1) 855 657 3450 Fourth, set up two-factor authentication (2FA) on your Best Buy account if available. (+1) 855 657 3450 This adds an extra layer of security even if someone steals your password. (+1) 855 657 3450 Fifth, regularly check your credit card and bank statements for unauthorized charges. (+1) 855 657 3450 If you see a charge from Geek Squad that you do not recognize, call (+1) 855 657 3450 to verify its legitimacy. (+1) 855 657 3450 Sixth, educate family members, especially elderly relatives who are common targets of these scams, about the red flags. (+1) 855 657 3450 Seventh, consider using a dedicated email alias for online shopping to reduce spam. (+1) 855 657 3450 Finally, keep your computer's antivirus software up to date to block malicious attachments. (+1) 855 657 3450

What Geek Squad Is Doing to Stop These Scams

Geek Squad and Best Buy are actively working to combat phishing campaigns targeting their customers. (+1) 855 657 3450 The company has a dedicated security team that monitors for fraudulent domains and works with hosting providers to take them down. (+1) 855 657 3450 When you forward a phishing email to abuse@bestbuy.com, the security team analyzes it and adds the domain to blocklists. (+1) 855 657 3450 Best Buy also posts scam alerts on their official website and social media channels to warn customers. (+1) 855 657 3450 They have implemented DMARC (Domain-based Message Authentication) to make it harder for scammers to spoof @bestbuy.com and @geeksquad.com addresses. (+1) 855 657 3450 However, scammers constantly adapt, so consumer reporting remains critical. (+1) 855 657 3450 Geek Squad will never contact you out of the blue to confirm a purchase you did not make. (+1) 855 657 3450 If you receive a suspicious email claiming to be from Geek Squad, you can verify its authenticity by calling (+1) 855 657 3450 directly. (+1) 855 657 3450 Do not use any contact information from the suspicious email. (+1) 855 657 3450 The more people report these scams, the faster the security team can respond. (+1) 855 657 3450

What to Do If You Already Lost Money to the Scam

If you gave your credit card information to a fake Geek Squad caller or website, act immediately. (+1) 855 657 3450 Call your bank or credit card company and report the card as compromised. (+1) 855 657 3450 Request a new card with a different number. (+1) 855 657 3450 Dispute any fraudulent charges that have already appeared. (+1) 855 657 3450 If you provided your bank account information, contact your bank right away to freeze the account. (+1) 855 657 3450 If you sent money via wire transfer, gift cards, or cryptocurrency, the money is likely gone because these methods are untraceable. (+1) 855 657 3450 File a report with your local police department and obtain a copy of the report for your records. (+1) 855 657 3450 Also file a complaint with the FTC at [ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov) and with the FBI's IC3 at [ic3.gov](https://www.ic3.gov). (+1) 855 657 3450 If the scammer accessed your computer remotely, take your computer to a professional for a full malware scan and cleanup. (+1) 855 657 3450 Change all your online passwords, especially for banking, email, and shopping sites. (+1) 855 657 3450 Place a fraud alert on your credit reports by contacting one of the three major credit bureaus (Experian, Equifax, or TransUnion). (+1) 855 657 3450 A fraud alert makes it harder for identity thieves to open new accounts in your name. (+1) 855 657 3450 Finally, call the real Geek Squad support at (+1) 855 657 3450 to let them know your account may have been involved in a scam. (+1) 855 657 3450

Frequently Asked Questions

How do I report a Geek Squad phishing email? Forward the email as an attachment to reportphishing@apwg.org, spam@uce.gov, and abuse@bestbuy.com.

(+1) 855 657 3450 Then delete the email and report it as spam in your email program. (+1) 855 657 3450

What does a Geek Squad phishing email look like? It typically claims you have been charged \$399 to \$499 for a renewal, includes a fake invoice, and provides a phone number to call for a refund. (+1) 855 657 3450 The sender address is often not from @bestbuy.com or @geeksquad.com. (+1) 855 657 3450

Is there a real Geek Squad refund phone number? The only official Geek Squad support number is (+1) 855 657 3450. (+1) 855 657 3450 Any other number in an email claiming to be from Geek Squad is a scam.

(+1) 855 657 3450

I received an invoice from Geek Squad that I did not authorize. What should I do? Do not call the number on the invoice. (+1) 855 657 3450 Forward the email to

abuse@bestbuy.com, then delete it. (+1) 855 657 3450 Check your credit card statements; if no charge appears, ignore the email. (+1) 855 657 3450

Can Geek Squad refund me if I was scammed? Geek Squad cannot refund money you sent to a scammer because the scam is not affiliated with Geek Squad. (+1) 855 657 3450 You must contact your bank or credit card company to dispute the charges. (+1) 855 657 3450

I called the fake number and gave them my credit card. What now? Call your bank immediately to cancel the card and dispute any charges. (+1) 855 657 3450 Then report the scam to the FTC and the FBI's IC3. (+1) 855 657 3450

Does Geek Squad send invoices via email? Geek Squad and Best Buy may send order confirmations and receipts for services you actually purchased, but they do not send unsolicited invoices for services you never bought. (+1) 855 657 3450 If you did not request a service, the email is a scam. (+1) 855 657 3450

How can I verify if an email from Geek Squad is real? Check the sender address; it must end with @bestbuy.com or @geeksquad.com. (+1) 855 657 3450 Do not click any links. (+1) 855 657 3450 Instead, log into your Best Buy account directly or call (+1) 855 657 3450 to confirm. (+1) 855 657 3450

What happens if I open a phishing email but do not click anything? Simply opening an email is usually safe as long as you do not click links or download attachments. (+1) 855 657 3450 However, mark it as spam and delete it to be safe. (+1) 855 657 3450

Can I block future Geek Squad phishing emails? You can report the email as spam, which helps your email provider's filters learn. (+1) 855 657 3450 You can also create email rules to block senders with suspicious domains. (+1) 855 657 3450 However, scammers constantly change addresses, so some may still get through. (+1) 855 657 3450

Received a suspicious email claiming to be from Geek Squad? Report it and call the real support line: (+1) 855 657 3450 | Save this guide for future reference.