

# SCAM CALL FACT SHEET



## What is a scam call?

Scam calls are fraudulent calls that attempt to steal money or personal information. The scam calls may be a call from a real person or a recorded message.

For more information on types of scams, see the ACCC's Scamwatch website.

## Signs a call might be a scam

- The call rings for a short time or ends the call shortly after you answer in order to prompt you to call back;
- The call suggests you have unclaimed winnings or money, or presents another offer that sounds too good to be true;
- The caller asks for personal information, PIN code or passwords;
- The caller presents as a bank, utility supplier, government office or other institution that you are likely to trust, and requests personal information or money;
- The call makes you feel a sense of urgency to action;
- The caller asks to access your computer;
- The caller asks you to pay an amount using gift cards.

## What You can do to reduce your risk

- Protecting your personal information and do not share it with unknown or unsolicited callers;
- Contact your financial institution immediately if you believe you may have lost money to a scammer;
- Change default PINs and passwords on newly acquired equipment;
- Select strong PINS and passwords (e.g. Not "1234" or "0000" or "password" etc.);
- Lock mobile handsets with secure PINs;
- Ensure that voicemail PINs are secure;
- Disable PABX ports and features that are not used (e.g. remote call-forwarding);
- Change PINs and passwords regularly;
- Do not respond to missed calls or SMS from unknown International Numbers, unknown Australian numbers or an unknown source;
- Block suspicious or unknown domestic or International Numbers on mobile handsets and use of Blocking services or products, where available, on landlines;
- Allow unknown calls to go to voicemail and then listen to any message left before deciding whether to return the call in order to ascertain if the call was genuine.

## How We can help

- You can monitor your call usage in real time and view previous invoices to identify any suspicious charges;
- If you think your account has been compromised or are concerned about the volume of scam calls you receive, please **contact us**.

## What to do if you think you receive a scam call

- Hang up the call;
- Do not call back a missed call from an unrecognised number;
- Check the **ACCC's Scamwatch website** for known scams, or to report the scam you received.