

## 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.