

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.