



Scam Calling

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What are scam calls?

Scam calls are a type of malicious call where someone will impersonate someone else in an attempt to illegally gain your personal information. These people may tell you they're calling from a government agency, your bank or even your telco. We've put together some important information below about what scam calls are, how you can protect yourself against them and what you can do to prevent them.

The [ACCC Little Black Book of Scams](#) identifies the top scams to avoid (and many others), such as:

- receiving an offer that seems too good to be true
- a phone call to help fix your computer
- a threat to pay money you do not owe
- an alert from your bank or telecommunications provider about a problem with your account
- an invitation to 'befriend' or connect online

If you need further information, we'd recommend visiting [Scamwatch](#), [Stay Smart Online](#) and the [ACMA](#). All three websites provide in-depth information that will assist you in identifying scams.

How can I protect myself from scam calls?

There are a number of steps you can take to protect yourself from spam calls, including:

- protecting their personal information and not sharing it with unknown or unsolicited callers;
- contacting their financial institution immediately if they believe they have lost money to a scammer;
- changing default PINs and passwords on newly acquired customer equipment;
- selecting strong PINS and passwords (e.g. Not "1234" or "0000" or "password" etc.);
- locking mobile handsets with secure PINs;
- ensuring that voicemail PINs are secure;
- disabling PABX ports and features that are not used (e.g. remote call-forwarding);
- changing PINs and passwords regularly;
- not responding to missed calls or SMS from unknown International Numbers, unknown Australian numbers or an unknown source;
- Blocking suspicious or unknown domestic or International Numbers on mobile handsets and use of blocking services or products, where available, on landlines;

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us online or by phone: Monday to Friday 8am - 8pm and Saturday to Sunday 9am - 7pm (AET).

- allowing unknown calls to go to voicemail and then listening to any message left to ascertain if this might be a genuine call.

What are my next steps?

If you've received scam calls, you can report the scam to www.Scamwatch.gov.au .