



Scam Phone Call Awareness

What is a scam phone call?

Have you received an offer that seems too good to be true, a phone call to help fix your computer or a threat to pay money you do not owe, an alert from your bank or telecommunications provider about a problem with your account?

These are some of the most common tactics used by scammers to convince you to part with your money or personal details.

Signs that you are on a scam call

You did not initiate the call

Scam calls usually start with a scammer contacting YOU and posing as someone else.

Scammers use "shock" tactics

Scammers create extreme scenarios to put you in a state of panic, so you drop your guard.

Scammers create a sense of urgency

They do not want to give you time to think critically about the situation.

It is a secret

By asking you to keep it a secret, scammers know you won't consult with family, friends, or colleagues to confirm if the call seems legitimate.

It sounds too good to be true

If it seems too good to be true, it probably is!

Threats

Intimidation through arrest or fines is a common tactic used by scammers to get you to comply with their requests.

Common scams to avoid

- Investment scams
- Threat and penalty scams
- Unexpected money scams
- Prize and lottery scams
- Online shopping, classifieds, and auction scams
- Scams targeting computers and mobile devices
- Identity theft
- Job and employment scams
- Charity and medical scams
- Small business scams

For more details regarding these scams, please click here for access to "The little black book of scams" made available by the ACCC(Australian Competition & Consumer commission).

Now that you understand what scam calls are, and the common scams used, what should you do next?

- If you do not trust the person on the other end of the call, hang up and call the organization using their published contact details.
- Do not share personal information, credit card or online account details over the phone unless you made the call using published contact details.
- Do not respond to missed calls from numbers you do not recognize.
- Be wary of phone numbers beginning with '+190' or 0480 series of mobile numbers if they are unknown to you.
- If you think something is not quite right, just hang up. If it is an SMS, delete it and do not reply.
- Stay up to date with the latest information on scams. There are many resources available online to help protect you against scammers.
- Report it.

Additional resources on scam awareness

<https://www.scamwatch.gov.au/types-of-scams>

<https://www.cyber.gov.au/>

<https://www.accc.gov.au/business/business-rights-protections/avoiding-scams>

We're here to help

Please visit <https://13voip.au/contact-us> if you have questions. You can also call us on 1800 698 647 or send us an email at support@13voip.au. If you need to contact us while overseas, you can call +61 3 9969 8647.