GOVERNMENT OF WESTERN AUSTRALIA

CONSUMER PROTECTION WESTERN AUSTRALIA

Got a question? ASK us

Phishing Scams

People trying to get your personal information are called Phishing Scammers.

Phishing scammers might email, ring or text you or try to add you on Facebook.

They want to steal passwords, bank account numbers, and personal details like name, phone number and address. Then they will control your email, bank, or other accounts to pretend to be you or steal money.

Phishing scammers pretend to be a real business, bank or government, and trick you into clicking on a link or opening an attachment.

Warning signs

- You might get an email, text or phone call pretending to be someone from a business, bank or government, asking you to update or tell them your information.
- The email or text message does not use your name, and has spelling mistakes.
- The website address does not look right and asks for information you do not normally give.
- The scammer asks to confirm your personal information or fill out a form asking for feedback, and they might say they'll give you a prize or a gift card.

Be safe from Scammers

- Look out for strange text messages or phone calls that want you to ring a number or click on a link.
- If you need to ring a business, bank or government, find the right phone number yourself on the internet – do not use phone numbers or links from a text message or email.
- Keep your personal and banking information to yourself and do not give your bank account details to anyone over the phone.
- If you want to look at something or put an app on your phone, only get it from proper places like App Store or Google Play.

For help if you have been Phish Scammed

- Ring your bank straight away to try and stop scammers from taking your money.
- If you gave someone your personal information (or are worrying someone is pretending to be you) contact IDCARE at **www.idcare.org** or ring 1800 595 160.
- Fill in a cybercrime form. You can go on the internet and look up Australian Cyber Security Centre **www.cyber.gov.au/acsc/report** and WA ScamNet **www.scamnet.wa.gov.au** www.scamnet.wa.gov.au or ring **1300 30 40 54**.

SCAN ME

WA ScamNet

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