Resolver Group

Consumer Information

Scam Calls

Revised: 21st October 2021

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1 What are Scam Calls?

1.1 Scam calls are a type of malicious call where someone will impersonate someone else in an attempt to illegally gain personal information. These people may say they are calling from a Government Agency (such as the ATO), your bank or even your telco.

To help you with understanding and tackling Scam Calls we have put together some important information below. We highly recommend reporting all Scam Calls to Scamwatch and if you suspect one of our customers is using their service for Scam Calls, please notify us so we can investigate.

The ACCC Little Black Book of Scams identified the top scams to avoid, 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 - the ATO won't call you to tell you they are going to arrest you unless you pay them in iTunes Gift Cards;
- An alert from your bank or telco provider about a problem with your account;
- An invitation to 'befriend' or connect online

Scam watch and the ACMA both provide in-depth information that can assist in identifying scams and their websites can be accessed at:

www.ScamWatch.gov.au

www.acma.gov.au

2 How can I mitigate my risks?

2.1 There are several steps that can be taken to reduce the risk of scam calls, including:

- Protecting your personal information and not sharing it with unknown or unsolicited callers;
- Contacting your financial institution immediately if you believe you have lost money to a scammer;
- Changing default PINs and passwords on newly acquired equipment;
- Selecting strong PINJs and passwords (e.g. Not "1234" or "0000" or "password" etc) – Resolver Group recommends the use of a Password Manager for added security;
- 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);
- Not responding to missed calls or SMS from unknown International Numbers, unknown Australian numbers or any other unknown source;
- Blocking suspicious or unknown domestic or International Numbers on mobile handsets and use of Blocking Services or products, where available, on landlines;
- Allowing unknown calls to go to voicemail and then listening to any message left to ascertain if this might be a genuine call.

3 What's next?

3.1 If you have received scam calls, we recommend that you report the scam to www.scamwatch.gov.au.