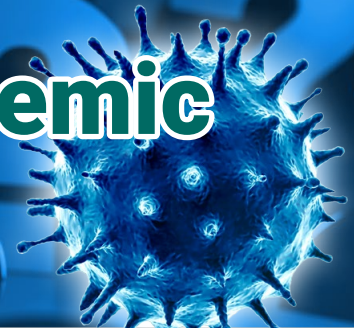




COVID-19 pandemic scam warning



Scammers are using the pandemic to take advantage. Don't be tricked!

Older Australians are being targeted by scammers using phone calls, text messages or emails. Social distancing and isolation can increase the risk of losing secure information or money.

COVID-19 scams ⚠️

- Bogus emails or phone calls claiming to be from legitimate organisations. Services Australia or Centrelink, for example, will not contact you to ask for personal information or payments.
- Text messages about COVID-19 testing that look authentic because they use "GOV" as the sender. Never click links – this can install malicious software (malware).
- Fake advertisements offering cleaning products, hand sanitiser, face masks or other in-demand items - you pay but get nothing.
- Medical or biological treatments that falsely claim to prevent or cure COVID-19.
- Scammers posing as medical officials claiming your relative is sick with COVID-19 and needs you to pay for their treatment.

Protect yourself 🔒

- Never give money or personal information to someone you don't know. If your details have been compromised, contact your financial institution as soon as possible.
- If you are unsure whether a phone call, email or text message is the real deal, do not communicate with the caller or email sender. Hang up or press delete.
- Verify contact details by looking in the phone book, checking a letter you have from the organisation, looking on the back of your bank card, or via Google search if you can access the internet.
- Think before you click links and only visit official websites by typing in the known address such as my.gov.au
- Talk to trusted family or friends if you are unsure and need help.

Visit these websites
for COVID-19
information:



State Government
www.wa.gov.au

WA Department of Health
www.health.wa.gov.au

Australian Government
Department of Health
www.health.gov.au

World Health Organization
www.who.int

If you have been affected by a scam contact WA ScamNet
on 1300 30 40 54 or visit at www.scamnet.wa.gov.au



Report any Centrelink, Medicare, Child Support and myGov related scams to Services Australia via email reportascam@servicesaustralia.gov.au or call 1800 941 126.

For free and independent information or advice on consumer protection issues, contact **Consumer Protection** by calling 1300 304 054, emailing consumer@dmirs.wa.gov.au or visiting our website at www.consumerprotection.wa.gov.au