

Where to report internet scams/spam

International—www.econsumer.gov

ACCC Slam-a-Cyberscam—www.accc.gov.au.

More information

www.scamwatch.gov.au—Little Black Book of Scams online

www.aca.gov.au—re the Australian Spam Act 2003

www.noie.gov.au—re spam

Call the ACCC Infocentre 1300 302 502 or
go to the ACCC website—www.accc.gov.au



Australian
Competition &
Consumer
Commission

If it sounds too good
to be true...



...it probably is

spam and scams

SPAM is unsolicited email—usually promoting a SCAM of some sort.

Scams aim to take your money—watch out for:

- unfamiliar email addresses, phone numbers (SMS) and senders—SMS and MMS spam is also sent to mobile phone inboxes
- enticing subjects—lottery wins, promises of wealth, weight loss
- emails using lots of capital letters, bad spelling, different fonts
 - work-at-home schemes offering easy ways to make money
 - incredible health claims for difficult to cure conditions and illnesses
 - bank/financial groups scams that ask for banking details to ‘update records’
 - lottery/luxury car wins where money needs to be sent first to ‘release the prize’
- ‘Nigerian scams’ that seem to come from a distant country asking for money to ‘release’ a small fortune from its bank
- internet dumping—make sure ‘free’ adult sites don't download internet diallers. You may end up with a big phone bill.

How to protect yourself

- If you're unsure, delete! Do not reply to the email/SMS. It confirms your address to the spammer.
- Check that the internet address matches the site—e.g. fake banking sites include other numbers and characters in the address
- Don't access banking and ticketing sites from email links—use bookmarked links or type in the address yourself
- Auction sites provide information on protecting buyers and sellers.
- Do a ‘whois’ search to find out who runs the website—e.g. at www.betterwhois.com, www.samspace.org, www.ausregistry.com.au (Aust only)
- Read all the terms and conditions very carefully—‘free offers’ often have hidden costs
- Research the business at www.asic.gov.au (Aust only). You can also search for the business name or scheme through a search engine.
- Install software that protects your computer from viruses and unwanted programs. Discuss this with a software professional.