



*moving money for better*

# Fraud Alert: Scammers Pretending to be Employees of a Telephone Company or Internet Provider Attempt to Scam People Out of their Money

Imagine receiving an unexpected call from a person stating that they are from your telephone company or internet provider. The caller claims your account may be under attack from fraudsters wanting to steal your hard-earned money.

The caller states they have identified the fraudsters and requests your help to catch the fraudsters by asking you to send a sum of money which their company will reimburse to you or credit to your bank account. The caller then instructs you not to disclose this request to others as it may result in the fraudsters being tipped off. They may also request to remotely access your computer via TeamViewer, a remote access software (or other remote access software), to show you that fraudsters are indeed attacking. In some occasions they show you your bank account online which will display a false credit.

The caller provides you with their name and identification number. Later, you receive another call from another person claiming to be an employee of the same telephone company or internet provider you previously spoke with, but now providing a different identification number. This is a deliberate part of the scam to make you believe fraudsters are really attempting to steal your money.

**This is a scam.** None of the callers are from the telephone company or internet provider. Please refer to warnings on these types of scams from SCAMWatch (<https://www.scamwatch.gov.au/news/scammers-pretending-to-be-from-telstra-technical-support-continue-cold-calling-australians>) and Telstra (<http://exchange.telstra.com.au/2014/08/19/protect-your-personal-information-and-be-aware-of-phone-scams/>)

Unfortunately, once you have sent the money you have just become a victim of a scam.

“Criminals often target seniors, but in reality, anyone of any age can be a target of a scam,” says Wayne Howarth, Regional Fraud Risk Manager, Asia Pacific Western Union (<http://www.westernunion.com>).

“Awareness is the best defense against consumer fraud,” continues Mr. Howarth. Scams can be convincing, but it’s important to keep a few things in mind before you rush to send money.”

Howarth recommends you to follow the tips below to avoid becoming a victim of this scam or other scams:

1. Never send money to an individual on a request from someone you don’t know.
2. Never send money to an individual for the payment of tax charges or fees.
3. Never send money to an individual whom you have not met in person.
4. Never send money to claim a lottery, prize winnings or compensation payment.
5. Never send money for an employment opportunity.
6. Never send money to an individual for an internet purchase.
7. Never send money to a grandchild, friend or family member for an emergency situation, with whom you have not personally confirmed.
8. If you did send money through Western Union, and then realize that it was a scam, contact the Western Union Fraud Hotline at 1800 023 324. If the transaction has not been picked up, it will be refunded to you.
9. For more information on scams or more tips on how to help protect yourself from falling victim to fraud, please visit <https://www.westernunion.com/au/en/fraudawareness/fraud-home.html>.

