## Transcript – Identifying and reporting scams

Hi everyone. I want to speak to you about scams.

Unfortunately, new scams are popping up all the time. That’s why it’s so important to know how to spot one and what to do if you’ve been affected.

The signs to look out for include:

• getting an unexpected email, text message or phone call

• it has a sense of urgency or an unreasonable deadline

• there’s a promise you are owed money or a threat of fines.

Scammers don’t just ask for your money. Most scammers want your personal details so they can steal your identity. Some will attempt to use these details to access your Services Australia records and claim payments in your name.

If you think you may have fallen victim to an agency related scam or you think your identity has been stolen, we have a Scams and Identity Theft Helpdesk who can offer support.

The Helpdesk is available 8am to 5pm, Monday to Friday to assist you with all Centrelink, Medicare, Child Support or myGov related identity theft concerns. The helpdesk can be contacted on 1800 941 126.

For more information, visit servicesaustralia.gov.au/scams