



Scams

There are many businesses and deals that look real but are fakes. These are set up to try and get your money but not give you what they promised. Increasing numbers of complaints are received by us about rip-offs. This fact sheet gives some examples.

If it looks too good to be true it probably is!

I received a letter in the mail saying I have won the lottery. They said I need to send some money overseas before they will give me my prize. I am so excited but I am not sure if this is real or not? What should I do?

Do not send any money! This is a scam and you almost certainly have not won. Send the mail to Consumer Protection at the address below.

My bank sent me an email to say they need me to update my bank details or they will close my account. I am worried about giving out my details online but I am also worried that they will close my account if I don't. Should I send my details?

No, definitely not! The bank will NEVER send you an email asking for your details. This is called identity fraud and a 'scammer' is trying to steal your details. Report this to Consumer Protection.

I got a letter saying it is legal and approved by a government department? Does this mean it is okay?

No, not always. It is best to check with Consumer Protection, your neighbours or someone you trust before responding.

I get a lot of spam sent to me through email? What can I do?

Australia has anti-spam laws which are regulated by the Australian Communications and Media Authority. Check out their website for more tips on stopping SPAM on www.spam.acma.gov.au

I want to keep informed about the scams circulating in WA? How can I do this?

Subscribe to WA ScamNet. It is easy just log onto www.commerce.wa.gov.au/ConsumerProtection/scamnet and fill in your details. An alert will be sent straight to your inbox.

Help us alert others to the scam by forwarding suspicious emails to **WA ScamNet**. on wascamnet@commerce.wa.gov.au
Alternatively, post any letter scams you receive direct to WA ScamNet (no stamp required):

WA ScamNet - Consumer Protection
Reply Paid 64772
Locked Bag 14
Cloisters Square
Western Australia 6850

Department of **Commerce**
Consumer Protection Division

www.commerce.wa.gov.au

Forrest Centre, 219 St Georges Terrace
Perth, Western Australia 6000 (hours: 8.30am - 5.00pm)
Admin: 9282 0777 Advice Line: **1300 30 40 54**
Facsimile: 9282 0862
Email: consumer@commerce.wa.gov.au
National Relay Service: 13 36 77
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