

# Phone scam cheat sheet

Have you received a random call lately suggesting you have some kind of problem with an account, that needs you to input personal details to fix it? Are you cautious when answering the **phone** when an unknown number is calling?

We want to make sure you know that there are lots of scams to lookout for. Your best protection is screening your calls, and not automatically trusting what you're told over the phone.

Don't be afraid to just hang up 📞

Avoid falling for a phony phone call with this phone scam cheat sheet.





Get a call from someone claiming to be from a company you work with e.g. Bank XYZ



Refuse to give ANY information – the more they pressure you the more likely it is a scam

→ I'm sorry but for security reasons I do not give out any information on an inbound call. I'm sure you understand

Ask the person their name and identification number and tell them you are going to call the central number and request them

→ What is your name please? What is your title? Do you have ID number or reference? **If they won't provide these hang up**

Google the company and find the central number e.g. BankXYZ.com

→ If they give you a phone number and insist you call only that **hang up** – legitimate companies understand security concerns

Call THAT number and ask for the person by name and ID etc

→ If it's a company you know and have dealing with, if you have called the number on that company's central website then you should be protected from fraud and scams

Regardless you should **NEVER** transfer money ever through instructions on the phone or by email. Legit companies will only give such instructions via their secure messaging system in their app. And there are **VERY FEW** situations in which any organisation is legitimately asking for money transfers