



Saturday 23rd June 2007

CREDIT CARD FRAUD WARNING

Minister for Consumer Affairs, Jennifer Rankine, is again warning people not to provide their personal details over the phone.

The warning follows reports of people interstate being targeted by telephone scammers trying to get them to divulge personal details.

“No one should ever provide any personal information over the telephone to people they don’t know, especially if they are taking a call that is out of the blue,” Ms Rankine said.

It’s understood people are being told they’ve been selected to receive credit cards with pre-approved lines of credit. They’re then promised that the cards will be sent if they can provide details such as their name, address, drivers licence, date of birth and annual income.

Consumer Affairs hears many reports of bank-related scams and ‘phishing’ each year with suspects usually deceiving their victims via phone or email. People are asked to give out their details on the pretext of ensuring the safety of their money or access to it.

“People should never divulge details of their bank account, credit card or other personal information to anyone they don’t know. If you do, what you are giving them is the opportunity to dip their hands into your savings.

Banks and other reputable financial institutions simply do not request this type of information by telephone or email,” Ms Rankine said.

Some simple steps to help people protect themselves from these types of scams:

- Never give out personal information or credit card details to someone you don’t know or trust;
- Never give your PIN or Internet banking password to anyone;
- Don’t answer emails that come out of the blue or from sources you don’t recognise;
- If in doubt about whether the call or email is genuine, hang up the telephone or delete the email.

People who believe they’ve responded to this scam should contact their bank immediately.

Any suspected scams should be reported to Consumer Affairs on (08) 8204 9777, or 131 882 for regional callers.