



## 谨防骗局

骗局可能通过欺骗使您提供自身钱财或个人信息。

诈骗者经常伪装成受信任组织的一员，比如 Department of Human Services（民政部）。这些诈骗者可能索要钱财或向您提供福利金和服务，以骗取您的钱财或个人详细信息。

**如果您由于骗局损失钱财，您可能无法挽回损失。**

诈骗者可能向您索要个人详细信息，比如您的：

- Centrelink Customer Reference Number（CRN）
- 地址
- 银行详细信息
- 密码
- 身份证件
- Medicare 卡详细信息。

为了保护您的个人详细信息：

- 请谨慎对待陌生联系人
- 请勿对外透露您的网上登录详细信息，例如您的 myGov 密码不应和任何人分享
- 请对您的移动设备启用密码保护，并将设备设置成短时间后自动锁定
- 请使用易于自己记忆但他人难以猜到的密码，并经常更改
- 请上锁保证您的邮政信箱安全，并在搬家后更换邮寄地址

### 我们会做什么

我们可能通过电子邮件或短信向您发送重要信息。我们的消息不会包含您的姓名或具体联系方式，但可能包括：

- 出席约会的请求和提醒
- 福利金发放通知
- 对您详细信息更改的确认
- 您 myGov Inbox（myGov 收件箱）中的新信件通知

如果您欠我们钱，我们将向您致函。

我们确实会进行电话联系，但您应当谨慎对待声称为本机构的不明人员来电。请索要来电者的姓名和具体联系方式。如果您存在任何担忧，请致电我们的福利金专线进行核实。

## 我们不会做什么

我们永远不会：

- 向您索要您的密码或 **Personal Identification Number (PIN)**（个人识别码）
- 通过电话或消息要求您汇款或转账以获得福利金
- 要求您购买礼品卡或购物券
- 要求您点击或打开电子邮件或短信中的链接或附件
- 通过社交媒体网站和您联系，比如 **Facebook** 或 **Twitter**，并向您索要个人详细信息
- 和任何企业商定向您提供特殊优惠

## 受骗后采取的措施

如果您因伪装成我们的诈骗者损失钱财或提供了个人信息，您应当：

- 尽可能详细地记录下情况
- 直接拨打我们的 **Scams and Identity Theft Helpdesk**（诈骗和身份盗窃求助台）热线：  
**1800 941 126**
- 前往 **scamwatch.gov.au** 用英文报告事件

## 更多信息

- 请访问 [humanservices.gov.au/scams](https://humanservices.gov.au/scams) 以获取更多英文信息
- 请前往 [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage)，您可以在此读、听或观看您自己语言的信息
- 致电 **131 202**，使用您的语言与我们讨论 **Centrelink** 福利金发放和服务
- 致电 **131 450** 联系 **Translating and Interpreting Service (TIS National)**，以使用您的语言与我们讨论 **Medicare** 和 **Child Support** 福利金发放和服务
- 前往服务中心。

**注：**用澳大利亚境内任何地方的住宅电话拨打‘13’号码都按固定费率收费。该费率可能因本地通话的费率而异，也可能因电话服务供应商而异。可用住宅电话免费拨打‘1800’号码。使用公共电话和移动电话拨打可能会计时并按较高的费率收费。

## 免责声明

本出版物所含的信息仅作为福利金与服务的指南。由您自行负责决定是否要申请福利金以及就自己的特定处境做出申请。



## Beware of scams

A scam may trick you into giving away your money or personal information.

Scammers often pretend to be from trusted organisations, like the Department of Human Services. They may ask for money or offer you payments and services in return for money or your personal details.

### **If you lose money because of a scam, you may not get it back.**

Scammers may ask you for personal details, such as your:

- Centrelink Customer Reference Number (CRN)
- address
- bank details
- passwords
- identity documents
- Medicare card details.

To protect your personal details:

- be cautious of unfamiliar contact
- keep your online sign in details private, for example your myGov password should not be shared with anyone
- protect your mobile device with a password and set your device to lock after a short time
- use a password that is easy for you to remember, but hard to guess, and change it often
- secure your postal mailbox with a lock and redirect your mail if you move.

### **What we do**

We may send you important information by email or text message. Our messages will not contain your name or contact details, but may include:

- requests and reminders to attend appointments
- notification of payments
- confirmation of changes to your details
- notification of a new letter in your myGov Inbox.

If you owe us money, we will send you a letter.

We do call people, but you should be cautious of unexpected phone calls from people claiming to be us. Ask for the caller's name and contact details. If you have any concerns, call us on one of our payment lines to check.

### What we will not do

We will never:

- ask you for your password or Personal Identification Number (PIN)
- call or message to ask you to send or transfer money to get a payment
- ask you to buy gift cards or vouchers
- ask you to click on links or open attachments in emails or text messages
- contact you through social media sites, such as Facebook or Twitter, asking for your personal details
- arrange with companies to offer you special deals.

### Actions to take if you have been scammed

If you lost money or gave personal information to a scammer pretending to be us, you should:

- write down as much information as you can
- call our Scams and Identity Theft Helpdesk straight away on **1800 941 126**
- report the incident in English at **[scamwatch.gov.au](http://scamwatch.gov.au)**

### For more information

- go to [humanservices.gov.au/scams](http://humanservices.gov.au/scams) for more information in English
- go to [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and service
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

**Note:** calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

### Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.