



Scams awareness





Scammers want your money and your personal information.

Scam emails and text messages will ask you to click on a link. The link will take you to a scam website that may ask you for:

- myGov username and password
- code sent by SMS
- personal details, such as your name, address and date of birth
- banking information, such as your credit card details.

Remember to always use myGov by entering **my.gov.au** into your browser or using your myGov app.

We won't ask you to:

-  click on links or attachments in a text message or email
-  pay us money to get a payment or to fix problems with your account
-  give us remote access to your computer
-  transfer money to get a payment or service.

How to avoid scams and stay safe online



Think before you click on any links in text messages or emails



Be careful of what you share on social media and online forums



Be careful of unexpected contact where there is a sense of urgency, a deadline or a threat



Be careful if someone promises financial benefit or unexpected money, or says you owe them money



Don't give access to your computer or devices to someone you don't know



Keep your personal information (including usernames and passwords) secure



Choose strong passwords and set up extra security options to sign in



Take the time to check who you are dealing with



Only use trusted websites and use secure Wi-Fi and other networks



Always check and use the phone numbers or email addresses from trusted website that you have searched for yourself



Create a myGov passkey and turn off your password as a sign in option

We're here to help

If you were contacted by a scammer about **myGov**, **Medicare**, **Centrelink** or **Child Support**, and you have given them your personal information, call our **Scams and Identity Theft Helpdesk**.

Let us know if you need an interpreter and we'll arrange one for free.



Phone **1800 941 126**
Monday to Friday 8 am – 5 pm

Email us to report a scam about **myGov**, **Medicare**, **Centrelink** or **Child Support** where you haven't given personal information to a scammer.



Email
reportascam@servicesaustralia.gov.au

For more information



Go to **servicesaustralia.gov.au/scams**

To find our Beware of scams factsheet in languages other than English, go to **servicesaustralia.gov.au/yourlanguage**

Go to **scamwatch.gov.au** for information on other scams and how to protect yourself.