# How to protect yourself from scams

## Video transcript

A scam is when someone tricks you and steals your money or personal information.

Scammers can do this face to face, on the phone, with emails and text messages, or through social media. They also make fake websites that look real.

They can even pretend to be from Services Australia, the Traditional Credit Union (TCU), or Indue.

They will try to trick you into giving them your enhanced Income Management account or SmartCard details.

There are some things you can do that will stop you from being scammed.

### Check your emails

Emails from Services Australia, TCU and Indue always come from official email addresses. We do not use email addresses from Outlook, Hotmail or Gmail.

### Be careful who you share your personal information with

If we call you, we will start by asking you some questions to make sure that we are talking to the right person.

We will not make threats to scare you into giving us your personal information or ask you to send it to us by email or text.

### Do not click on links in emails

We will never send you texts or emails asking you to log into your enhanced Income Management account with a link.

If you get a message with a link you are not sure of, do not click on it, and delete the message.

### Stop, check and protect yourself

Always remember to stop and think before you give someone your money or personal information.

Check for signs that it might be a scammer contacting you. If you are not sure, say **no**, hang up, or delete the message and contact us directly through an official website or phone number.

Act quickly to protectyourself if something feels wrong or a scammer has your information.

If you think you have been contacted by a scammer pretending to be from Services Australia or Indue, call Services Australia on **1800 252 604.**

If the scammer pretended to be from TCU, callthe TCU on **1800 828 232.**

For more information about scams, go to **servicesaustralia.gov.au/scams**

To learn more about what to do if you have been scammed, go to **scamwatch.gov.au**