

What to do if you answer a scam call

1. Never reveal personal details

Never reveal personal details i.e. financial information (bank account details, PIN) by phone, even if the caller says they are a representative from your bank.

2. End the call by hanging up

If you feel like you're being intimidated or harassed by the caller, or if they talk over you and don't allow you a chance to speak, hang up and end the call. Don't worry about being rude, protecting yourself is a priority.

3. Contact the real organisation to check authenticity

Ring the organisation if you're not sure if the call is legitimate. If it's a genuine call, you should be able to contact the organisation through a telephone number that they have provided. Find this number yourself and do not use the number provided by the caller.

4. Don't allow yourself to be rushed into providing information

Don't let the caller rush you. They may pressure you into quickly providing personal details by saying that their offer is only available for a limited time or by creating a sense that you are at risk if you fail to act quickly.