

# 2016 email scams

## Fake Telstra refund emails

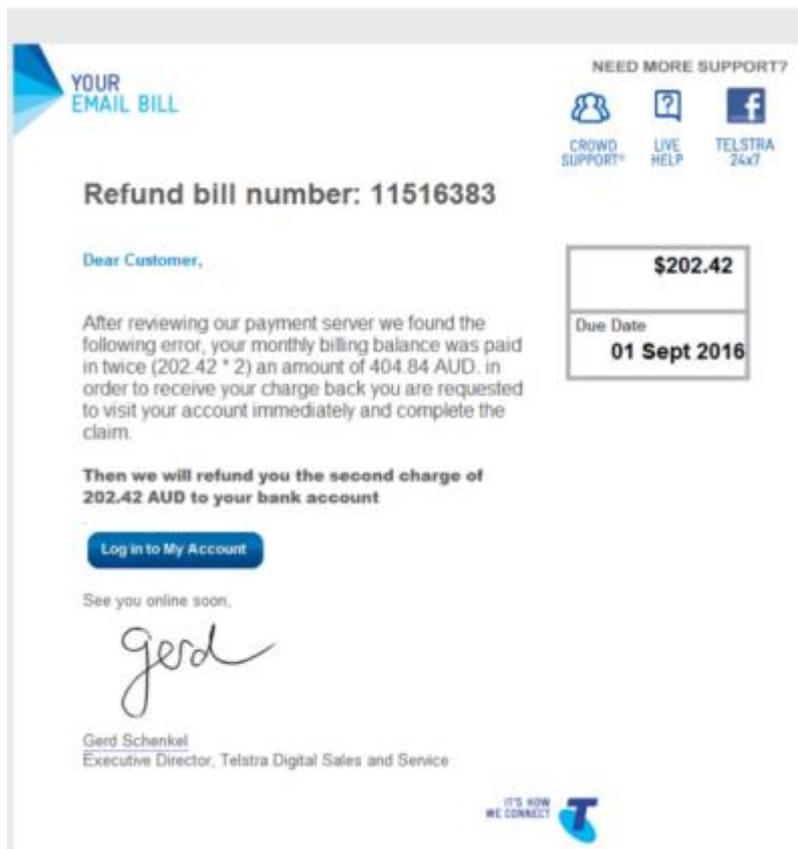
There are fraudulent phishing emails circulating purporting to be from Telstra. These emails communicate a refund due to you.

The scammers will prompt you to log into your Telstra account via a fake website to collect your personal details such as name, address, date of birth, as well as full credit card information.

A 'Thank You' confirmation is also displayed at the end showing a receipt number giving the appearance of a legitimate transaction.

What to look out for

- If you receive an email alerting you to a refund by Telstra, please confirm independently with Telstra.
- Avoid clicking on any link within an email to log directly into your account.
- Always use the login link on the official website.



## 2016 invoice email scam - targeting Australian businesses

Beware of an invoice email scam asking you to change existing payment arrangements. The scam emails come from individuals acting as suppliers or colleagues, advising you to make a payment or change to the recipients in your online banking.

### How to protect yourself

- Make sure you have a clear process in place for verifying and paying accounts and invoices.
- Double check email addresses to ensure they're legitimate. Scammers often set up accounts that appear real at first glance, but feature inconsistencies or errors when you look closely.
- Contact the business directly to verify the email's authenticity. But don't contact them via email reply or by calling the numbers listed in the email! Always use contact details that you already have on file, or that you have sourced yourself via a directory.

Read more about how this scam works, and how you can stay safe on the [ACCC's ScamWatch website](#).

## 2016 malicious virus alert - unusual content during Online Banking logon

We have detected computer viruses displaying unexpected messages and attempting to capture customer details.

What to look out for

- New pages warning of delays to logging on and asking you to re-enter your security token code.
- New pages advising of technical issues such as the example below.
- Pages requesting your email address.

