

## Where to get help if you've been scammed

Contact your local Community Legal Centre for advice.

If you live within the Randwick or Botany local government areas, Kingsford Legal Centre may offer you an appointment for initial advice:

**Kingsford Legal Centre**  
02 9385 9566

For immediate telephone advice from anywhere in NSW:

**LawAccess**  
1300 888 529

If you have experienced fraud, theft and other crimes, please contact your local police.

**NSW Police Assistance Line**  
13 14 44  
(24 hours a day, 7 days a week)



### Location

Kingsford Legal Centre is located on the ground floor of the Law Building, University of New South Wales, Anzac Parade, Kensington.

Enter the university at the main entrance on Anzac Parade, walk down the main walkway and turn down the second path on the left. The entrance to the legal centre is opposite the Uni Bar.

### Postal address

F8-303  
Kingsford Legal Centre  
University of New South Wales  
NSW 2052

### Contact details

Phone: 02 9385 9566  
Fax: 02 9385 9583  
E-mail: [legal@unsw.edu.au](mailto:legal@unsw.edu.au)  
[www.kingsfordlegalcentre.org](http://www.kingsfordlegalcentre.org)

# Scams



## Information

Never Stand Still

## **Be aware of scams**

Scams are made to trick you into giving away your money or your personal details.

They come in many different forms – telephone, door-to-door, online and by mail.

## **Door-to-door scams**

It is easy to be tricked by people knocking at your door trying to get you to buy goods or services that you may not want or need.

Sometimes people may pretend to be selling you products just to get your personal information for other illegal activities such as fraud or identity theft.

Other times, you may be tricked into signing a document that you did not understand or read properly.

## **How to spot a scam**

People may try and trick you in different ways. Some scams are easy to spot and others can look like real offers.

They will try and tell you “this is a one time offer” and “your last chance” to get the best deal around. They are really just trying to get your money before you have a chance to know what you are really getting.

They may pretend to be conducting surveys to get your personal details.

They will often explain their company’s reputation or popularity to get you to agree to something you are not sure about.

## **How to protect yourself**

Don’t sign anything straight away. Tell them you want to think about it and will get back to them later. If the scammer objects, you know there is something wrong with the offer.

If it involves money or financial commitment, get independent advice first and make sure you understand what the offer is about. It is important you fully understand any paperwork they ask you to sign.

Never give your credit card, bank account or other personal details to anyone you do not know and trust.

Treat your personal details like you would treat money: don’t leave them lying around for others to take.

Don’t be scared or intimidated into replying or making a decision.

Don’t rely on testimonials given by the company or person: first find evidence from independent sources (not those provided with the offer).

## **Remember!**

If the offer looks too good to be true – it probably is.

If anyone tries to force you or harass you into buying or paying for something in your home – ask them to leave.

## **What to do if you have been scammed**

If you find out you have been tricked – act fast!

If you have signed a contract or bought goods and services from a door-to-door salesman, check if there is a cooling off period (where you have time to change your mind and get your money back).

If you think someone has gained access to your credit card, online account or banking details, contact your financial institution straight away to suspend your account.

Report the scam and warn your family and friends about any scams you come across.

## **Report scams**

If you have been scammed or think you have been scammed, report it to the authorities.

For interstate or overseas scams:  
Australian Competition & Consumer Commission (ACCC)  
1300 302 502  
[www.accc.gov.au](http://www.accc.gov.au)  
[www.scamwatch.gov.au](http://www.scamwatch.gov.au)

For scams in New South Wales:  
Office of Fair Trading  
13 32 20  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

For financial and investment scams:  
Australian Securities and Investment Commission (ASIC)  
1300 300 630  
[www.fido.gov.au](http://www.fido.gov.au)