



Even if the call sounds real
it might still be **a scam.**


AI voice scams now sound **exactly like real humans** on the phone. Robotic delivery and bad accents are no longer reliable warning signs.





01 ANATOMY OF A VOICE SCAM ATTEMPT


 Asks for codes or passwords

 Wants remote access

 Creates urgency or fear

 Pressures you to act fast

 Asks you to move money


 Directs you to a webpage

If you're not 100% sure, hang up and call us on

 **(08) 6374 8200**

Australians lost \$107.2 million to phone scams in 2024 — the highest losses of any contact method. In the first four months of 2025 alone, phone scams accounted for \$25.8 million in losses. Source: ACCC Scamwatch.

02 HOW TO VERIFY IF IT'S A SCAM

 **Did you initiate the call?**


If no, and the call is about anything sensitive, treat it as a scam.

 **Hang up — it's not rude to verify.**

A real representative will never penalise you for hanging up to confirm.

 **Discard everything the caller gave you.**

Caller ID, phone numbers, email addresses, and links are all easy to spoof or fabricate.

 **Find the official contact yourself.**

Go directly to the source. Avoid Googling "support number."

 **Report it, then delete.**

Confirm whether the original call was real. If it wasn't, report it to your IT team immediately.