



Could it be a scam?

Scams can hide in everyday online messages, offers and conversations. Scams can happen to anyone. **It is never your fault.**

Scams may look like:

Buying and selling

Scammers pretend to be buyers or sellers to steal your money, often through deals that seem too good to be true.

Job offers

Scammers offer high-paying jobs that require little effort.

Gaming, gambling & “scambling”

Scammers promise fake rewards or betting offers, often asking you to send money through PayID.

Relationship scams

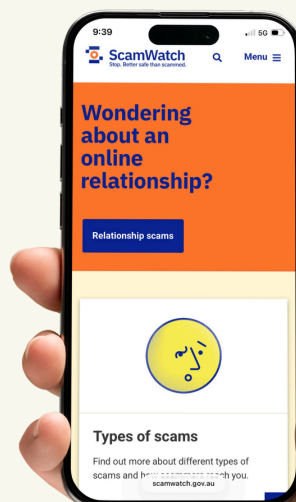
Scammers use romance, dating or friendship to earn your trust and steal your money.

AI and deepfakes

Scammers use artificial intelligence (AI) to create fake videos, clone voices and send personal messages.

Investments

Scammers promise big returns from investment opportunities.





Before you act:

1 STOP.

Pause. Don't let anyone pressure you. Don't rush, click, pay, or share your personal details.

2 CHECK.

Make sure the person or organisation is real. Verify using official details or ask someone you trust.

3 PROTECT.

Act quickly if something feels wrong. Contact your bank, change passwords and report the scam.

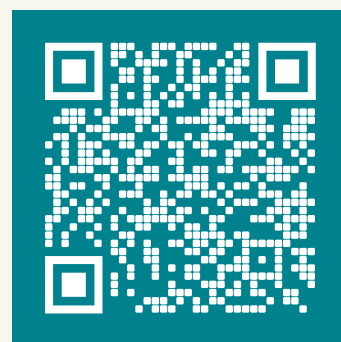
What Optus is doing to help

- Blocking suspected scam calls and SMS messages
- Strengthening checks for higher-risk account activity
- Using registered SMS Sender IDs to help identify Optus messages
- Providing free Digital Thumbprint resources for families

Optus Digital Thumbprint

Optus Digital Thumbprint is a free program helping young people and families build safer digital habits through practical resources and workshops.

Scan the QR code to explore more scam advice and free Digital Thumbprint resources for you and your family.



Where to get help

- Scamwatch: scamwatch.gov.au/report-a-scam
- First Nations Infoline: 1300 303 143
- IDCARE: 1800 595 160 | 13YARN: 13 92 76
- Optus: My Optus app or 133 937



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