



## **SCAMS** Watch out they are rife at this time of year. Losses to online shopping have increased by 42% this year!

Scamwatch is run by the Australian Competition & Consumer Commission (ACCC) it provides information about how to recognise, avoid and report scams. The current COVID-19 environment is providing conditions that scammers are using to their advantage.

Scamwatch urges everyone to be cautious and remain alert to coronavirus-related scams. Scammers are hoping that you have let your guard down. Do not provide your personal, banking or superannuation details to strangers who have approached you. Scammers may pretend to have a connection with you. It's important to stop and check, even when you are approached by what you think is a trusted organisation.

Scammers are pretending to be government agencies providing information on COVID-19 through text messages and emails 'phishing' for your information. These may contain malicious links and attachments designed to steal your personal and financial information. Emails and text messages can appear to come from 'GOV' and 'myGov', with a malicious link to more information.

Scammers are pretending to be Government agencies and other entities offering to help you with applications for financial assistance or payments for staying home. They can appear to come from the ATO or Services Australia (Centrelink). To protect yourself from these types of scams, please don't click on hyperlinks in text/ social media messages or emails, even if it appears to

come from a trusted source.

Go directly to the website through your browser. For example, to reach the MyGov website type 'my.gov.au' into your browser yourself. Never respond to unsolicited messages and calls that ask for personal or financial details, even if they claim to be from a reputable organisation or government authority — just press delete or hang up.

Scammers are pretending to be from real and well known businesses such as banks, travel agents, insurance providers and telco companies, and using various excuses to ask for your personal and financial information and lure you into opening malicious links or attachments. They can gain remote access to your computer, seek payment for a fake service or something you did not purchase.

Never respond to unsolicited messages and calls that ask for personal or financial details — just press delete or hang up. Never provide a stranger remote access to your computer, even if they claim to be from a telco company such as Telstra or the NBN Co. To verify the legitimacy of a contact, find them through an independent source such as a phone book, past bill or online search. If they ask you to keep it confidential or put any kind of urgency or time limit on their request, ask yourself why? If you are in any doubt at all do not proceed.

Useful websites are [ww.moneySMART.gov.au/](http://ww.moneySMART.gov.au/) and



### **Christmas office hours**

We will be closing from  
Wednesday 23rd December at 12pm  
and reopening Monday 4th January 2021 at 8.30am



## What's happening around the WSP office:



It's so good to all be back together in the office and able to see our clients in person for appointments again after the recent relaxing of restrictions. 2020 has been very interesting! In 2020 the Aussie bushfires continued to burn, resulting in 47 million acres being scorched and thousands of people displaced. The World Health Organisation announced the deadly coronavirus had emerged from Wuhan which then spread across the globe to more than 68 million people causing at least 1.5 million deaths and entire countries to go into lockdown. The Black Lives Matter protests for racial equality have sparked demonstrations and riots

across the world and Lebanon's capital was damaged by the accidental but massive explosion of ammonium nitrate at a Beirut shipping port. Harry and Meghan quit the royal family, Donald was defeated and Joe is the new president elect. Australia was a country divided by the states and we all stayed home and continued to wear our masks. 2020 has certainly challenged how we live with many changes to work, education, socialising, shopping and travel or lack thereof! So here at WSP office we are all looking to welcome in the new year that will hopefully bring a vaccine or cure for Covid and an economic recovery that will help to rebuild both communities and local business. Not to mention all the footy, cricket and other sporting activities and socialising we enjoy. Wishing all of our clients and their families a very Merry Christmas and a 2021 full of health, happiness and prosperity, from our team, Peter, Trevor, Denise, Jacinta, Courtney and Peter Mac.



## U BANK customers may be contacted to confirm details

It is possible that UBank may contact you to confirm your details, this may be in the form of an email or letter. In Australia it's legally required that every bank maintains correct and current information about their customers. If you receive an information request they will ask you to call their Customer Due Diligence team on 1300 160 343 and quote a reference number on the email or letter. In some instances they may ask for documentation which could be a drivers licence or some other form of ID. If you have any problems with this please give us a call and we can help you, given all the warnings on the facing page we thought we best prepare you that some legitimate correspondence may be on the way.



**What do Santa's little helpers learn at school?**

The elf-abet!

**Why did no one bid for Rudolph and Blitzen on eBay?**

Because they were two deer!

**What does Santa do when his elves misbehave?**

He gives them the sack!

**What would you call an elf who just has won the lottery?**



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