

Where to report spam and scams



Online scams and spam (unwanted email, fax, SMS TXT and other instant messages that are commercial by nature) can be reported to CERT NZ, NZ Police, The Department of Internal Affairs, Netsafe or individual telecommunication agencies who all share the responsibility of dealing with online harm. Each organisation covers a specific area of content and has a role to play in protecting people from online scams and spam.



Have you lost money in a scam?

If you have been the victim of an online scam where you have lost money

► **contact NZ Police** at [105.police.govt.nz](https://www.police.govt.nz)



Getting threats from an online scam?

If you have been the victim of an online scam where threats have been made against you

► **contact NZ Police** at [105.police.govt.nz](https://www.police.govt.nz)

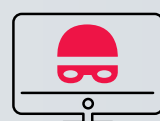


Has someone accessed your device without your permission?

if you think any of your devices or online accounts have been accessed by someone without your permission

► **contact CERT NZ** at cert.govt.nz/individuals/report-an-issue or call 0800 2378 69

► **contact NZ Police** at [105.police.govt.nz](https://www.police.govt.nz)



Stumbled on a scam website?

These can be hard to tell apart from the genuine websites - If you stumble across a website offering free gifts or amazing deals on popular consumer items that seem too good to be true.

► **contact CERT NZ** at cert.govt.nz/individuals/report-an-issue or call 0800 2378 69

► **contact Netsafe** at [netsafe.org.nz](https://www.netsafe.org.nz)



Has your business email been compromised?

If your business email account has been accessed by someone without your permission and is using it to issue scams or cyber attacks

► **contact CERT NZ** at cert.govt.nz/individuals/report-an-issue or call 0800 2378 69



Has your device been infected with malware?

If your device is infected by malicious software sent to your device through attachments and links

► **contact CERT NZ** at cert.govt.nz/individuals/report-an-issue or call 0800 2378 69

► **contact DIA** at [dia.govt.nz/Spam-Complain-About-Spam](https://www.dia.govt.nz/Spam-Complain-About-Spam) an fill in the online content complaint form



Receiving text spam?

If you receive spam and nuisance text messages from someone

► **contact DIA** by forwarding the message to the free shortcode 7726

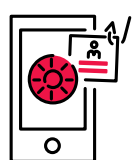


Receiving phishing?

If you receive spam emails that attempt to get you to provide them with your personal information

► **contact DIA** at [dia.govt.nz/Spam-Complain-About-Spam](https://www.dia.govt.nz/Spam-Complain-About-Spam) an fill in the online content complaint form

► **contact CERT NZ** at cert.govt.nz/individuals/report-an-issue or call 0800 2378 69



Receiving scam phone calls?

If you receive an unexpected phone call that seems suspicious

► **contact your telecommunications provider as well as Netsafe** at [netsafe.org.nz](https://www.netsafe.org.nz)

For further information on reporting spam phone calls, visit the [tcf.org.nz/consumers/digital-living/stay-safe-online/phone-scams](https://www.tcf.org.nz/consumers/digital-living/stay-safe-online/phone-scams)



Not sure about what to do next?

If you're looking for information and advice for yourself or others caught up in scam, or to ensure you remain safe in the future

► **contact Netsafe** at [netsafe.org.nz](https://www.netsafe.org.nz)

Want information about your consumer rights?

For tips on how to make smart purchase decisions and guidance on how to confidently deal with things if they go wrong

► **Visit** [consumerprotection.govt.nz](https://www.consumerprotection.govt.nz)

Consumer Protection helps New Zealand consumers to be knowledgeable, protected and empowered through consumer rights information and education, providing tips for making smart purchase decisions and guidance on how to confidently deal with things if they go wrong.

What to do if you've been scammed

If you think you have been scammed:

- 1. Stop all contact with the scammer** - Once you realise you are being scammed, do not continue the conversation. Hang up the phone. Don't reply to emails or letters scammers have sent you. If you have been scammed online, block the scammer from contacting you.
- 2. Do not make any more payments** - Some scammers target people caught in recent scams, e.g by pretending to be an enforcement agency that can return all of your money for a fee. Don't give money to anyone on the promise they will get your lost money back
- 3. Contact the bank or service you sent money through** - If you are the victim of a financial scam, credit card scam or identity theft, contact your bank immediately. They will have a policy in place to deal with fraud. If you have sent money through another bank or transfer service, it's a good idea to contact the service you used.