



GET SET UP FOR SAFETY

SCAM SOS: Respond to a scam

Scams often catch us unaware and can happen very quickly, so if you think you've been scammed, it's important to act fast to protect yourself from further harm. **The Netsafe team can provide help, free of charge 7 days a week and can talk you through these steps.** Here's what you need to do:

Step 1: Stop all contact

- **Don't respond** to any further messages, click links or pay any money.
- If the scammer accessed your device, turn off Wi-Fi and shut it down.

Step 2: Secure financial information and logins

- Contact your bank immediately and freeze or cancel cards.
- **Change your passwords:** Update passwords across all accounts starting with banking, social media and email.

Step 3: Gather evidence

- **Record the URL (web address):** Write down the full web address, including all letters, numbers, and symbols.
- **Keep copies and screenshots:** Include emails, texts, or social media messages.

Important: Do not screenshot, store or share content you believe is objectionable or illegal. Instead contact Netsafe or the Department of Internal affairs immediately for advice.



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Step 4: Report the scam

- **To your bank immediately:** if you have paid any money or shared bank login details.
- **To social media platforms:** Go to the help centre pages or use reporting tools directly on content.
- **To Netsafe:** For free, confidential advice and help.

Step 5: Block the scammer

- **Block** their email address, phone number, and social media accounts.
- Mark phishing emails or texts as junk or spam.

Step 6: Manage the Risk

- If you clicked on links or attachments – run a full device scan with anti-virus software to check for, and remove, malware. Contact your mobile provider – a factory reset of your phone may be necessary.
- Change all passwords, starting with email and financial accounts. Remove stored passwords from browsers.
- Use the Department of Internal Affairs Identify Theft Checklist: dia.govt.nz/Identity-Fraud-Checklist

Step 7: Seek support



Visit netsafe.org.nz



Call 0508 NETSAFE (0508 638 723).

Remember scams can happen to anyone, don't be ashamed or embarrassed to seek help for yourself, or on behalf of a friend or family member (with their permission). Brush up on scam-spotting with Netsafe's free Get Set Up for Safety resources at netsafe.org.nz/olderpeople