CHECKLIST · SCAMS & SECURITY

Flight Centre hotel booking records may have been accessed: what to do

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- [ ] **Wait for Flight Centre to contact you.** It says it will contact affected customers directly and post updates on its website.
- [ ] **Treat booking messages with care.** Don't click links or open attachments in unexpected emails or texts about a hotel booking.
- [ ] **Check through the official website.** Contact Flight Centre using the details on its own website, not those in a message.
- [ ] **Never pay or verify in a hurry.** Hang up on any caller asking for card details, passwords or codes to "fix" a booking.
- [ ] **Know your passport options.** If told your passport details were involved, you can keep it, replace it or cancel it; see passports.gov.au.
- [ ] **Call IDCARE if you're worried about identity theft.** The not-for-profit gives free advice on 1800 595 160.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.