CHECKLIST · SCAMS & SECURITY

Spot the scam: the parcel that couldn't be delivered

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- [ ] **Never fix a delivery problem through a link in a text.** Australia Post says it won't text or email you asking for card or personal details.
- [ ] **Don't pay a surprise redelivery fee.** Australia Post says it won't ask for a payment you weren't expecting.
- [ ] **Don't reply to delivery messages from unknown senders.** Replying "Y" can let a scam link get past your phone's protections.
- [ ] **Check your parcels yourself.** Open the AusPost app or type the Australia Post website address in yourself, and search by tracking number.
- [ ] **Switch delivery updates to the app.** Turn on push notifications in the AusPost app (Account, then Notification Preferences). Then switch off SMS updates in your MyPost account.
- [ ] **Report the fake.** Send a screenshot of the text, or forward the email, to scams@auspost.com.au and report it to Scamwatch, then delete it.
- [ ] **Call your bank straight away if you paid.** Contact your bank or card provider immediately and tell them what happened.
- [ ] **Call IDCARE if you gave personal details.** The free service is on 1800 595 160.

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