



Foxus Guide: Staying Safe from Scam Calls

Understanding Scam Calls

Scam calls are deceptive phone calls made by individuals or groups pretending to represent legitimate organisations. Their goal is to pressure or trick you into revealing personal details, passwords, or payment information. These scams are becoming increasingly sophisticated, and at Foxus, we believe awareness is the best defence.

Typical scam tactics may include:

Unexpected calls offering unrealistic prizes, refunds, or investment opportunities
Fake technical support claiming to fix computer or internet problems
Threatening calls insisting you owe a government fine or urgent bill
False security alerts from banks or telcos trying to obtain your login details
Unsolicited requests to connect online or through social platforms

Practical steps to protect yourself

Foxus recommends these actions to reduce your risk: Never disclose personal or financial information to an unknown caller. Immediately notify your bank if you suspect money has been taken. Replace factory-set PINs and passwords with strong, unique alternatives. Keep your mobile and voicemail secured with individual PIN codes. Switch off unused call-forwarding or remote access features. Regularly update and strengthen your passwords. Ignore missed calls or texts from international or suspicious numbers. Use call-blocking features or apps to reduce unwanted contacts.

Let unfamiliar calls go to voicemail before deciding whether to respond.

How to respond to a scam attempt

If you suspect you've been targeted, do not continue the call. Instead: Report the incident through the official Scamwatch website at www.scamwatch.gov.au. Visit cyber.gov.au for guidance on safeguarding your online accounts. Check the ACMA website for updates on current scam trends.

Need Help? Contact Foxus

Customer Safety Support

We take scam prevention seriously. If you need advice or have concerns about your account security, our support team is available.

Phone: 1800 036 987 (Mon–Fri, 9am–7pm AET; Sat–Sun closed)

Email: support@foxus.com.au

Mail: Foxus, PO Box 157, Broadway NSW 2007

Our priority is your safety — if in doubt, always reach out.