

## **MEDIA RELEASE**

# **Acting Commissioner for Consumer Affairs**

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### **Scam airline emails can lead to identity theft**

The Acting Consumer Affairs Commissioner, Gary Clements, is warning people to be careful of an email airline ticketing scam. The email says it is from an airline company, with a fake receipt and ticket attached. The file may contain dangerous software and should not be opened.

The emails say that the person's credit card has been charged for the purchase of an airline ticket. The airlines include JetBlue Airways, Frontier Airlines and United Airlines.

It includes a fake ticket saved as a zip file. When installed, the software can be used to steal personal information such as passwords and credit card details without users knowing. This can lead to identity theft or other fraud.

Mr Clements said "Anyone who receives an unexpected email should not open attachments or click on any links and should delete it. Users should run a virus scan or similar test to check their computer if they are worried about attachments they have opened."

Remember to make sure you have up-to-date virus protection and spam filtering software on your computer.

"I advise all Territorians not to open any suspicious airline emails," Mr Clements said.

"People should not reply to scam emails, even to unsubscribe, and should not send personal or credit card details via email," he said.

Consumers who think they have been the victim of this scam are advised to contact Consumer Affairs on 1800 019 319.

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