



Check before you act: ATO impersonation scams

Following a few simple steps can help protect you and your business from scams.

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ATO impersonation scams have become sophisticated, making it crucial to stay vigilant. One of the most effective ways to keep yourself and your clients safe is to [stop, check and protect](#)

Scammers often create a sense of urgency, hoping you'll act without thinking. By taking a moment to check the legitimacy of the communication, you and your clients can avoid situations that could lead to a financial loss or personal information being stolen.

How to check

If you aren't sure whether something is legitimate, start by checking contact details. Look up the contact information for the organisation and reach out to them directly via details you've sourced yourself.

Next, look for red flags in the message. Be cautious of messages that:

- contain a hyperlink
- create a sense of urgency or fear
- ask for personal information or payments
- contain spelling or grammar errors
- come from unofficial email addresses or phone numbers. Scammers are increasingly using legitimate looking email addresses, so if you aren't sure, always double check.


Finally, cross-check any information mentioned in the message, such as a tax debt, or a problem with your account, through official sources. Always access our online services by typing the URL in a browser or via the ATO website.

The ATO will never send unsolicited messages with hyperlinks or ask for personal information via email or SMS. To help protect your personal information, use your Digital ID, such as myID and set it to the highest level you can achieve to access our online services.

By stopping and checking the authenticity of messages, calls, and emails you can protect yourself and your clients from impersonation scams.

If you think a phone call, SMS, voicemail, email, or interaction on social media claiming to be from the ATO is not genuine, do not engage with it. You should either:

- go to **Verify or report a scam** to see how to spot and report a scam, or
- if you have divulged information or paid a scammer money, phone us on **1800 008 540**.

For more information on staying scam safe, visit the [Scamwatch](#)  website.

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