



## ATO launches new app feature to stop scam calls

ATO launches new in-app security feature to shut down scammers.

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Australians can now instantly confirm whether a call claiming to be from the Australian Taxation Office (ATO) is genuine, with the launch of a new in-app security feature designed to shut down scammers.

The new **verify call** feature in [ATO app](#) allows users to confirm, in real time, they are speaking with the real ATO, not a fraudster.

ATO Assistant Commissioner Anita Challen says the new feature puts control back in taxpayers' hands to be able to shut down calls that are not from the ATO and protect their accounts.

'Scammers are becoming increasingly savvy, making it harder for individuals to distinguish between illegitimate and genuine contact,' Ms Challen said.

'This powerful security measure means fraudsters will find it harder to pretend to impersonate the ATO, Australians will have more control of their accounts and more certainty that they are dealing with the real tax office.'

The ATO app provides a quick, easy and secure way for people to manage their tax and super on the go and protect themselves from scammers.

Taxpayers are encouraged to download the ATO app and register their device. Then, when taxpayers receive a call from someone claiming to be from the ATO, they simply need to open the ATO app, login and select the **verify call** option. Within 30 seconds, a notification should

confirm it is an ATO call. If it doesn't appear, users should treat it as a scam call and hang up.

Delivered as part of the [Counter Fraud Program](#), this feature bolsters the ATO's existing fraud controls in the app which are designed to keep taxpayers' accounts secure and includes:

- **Real time messages** when key changes are made to their account.
- **Account locking** to prevent unauthorised access or fraudulent activity.

The ATO continues to see impersonation scams peak during tax time with almost 7,500 ATO impersonation scams reported in July 2025 alone and is warning Australians to stay vigilant.

'April Fool's may have passed but don't be fooled by fraudsters attempting to access your tax and super accounts,' said Ms Challen.

'Scammers are primed for the opportunity during tax time to try to take advantage of taxpayers who may be expecting communications from the ATO.'

'When in doubt, stop and check, before responding or acting on a call or message claiming to be from the ATO.'






The most secure way to sign in to the ATO app and ATO online services is using myID. For the best protection, ensure your myID is set up to the highest identity strength.

If taxpayers receive a suspicious call, SMS, email or social media message:

- Do not reply, click on any links or download any attachments.
- Visit [verify or report a scam](#) to check or report it.
- Call the ATO immediately on **1800 008 540**, if personal information or payment has been shared with a scammer.
- Visit [ato.gov.au/scamsafe](https://ato.gov.au/scamsafe) for more information on how to protect personal information and stay safe from scammers.

## Notes to journalists

- Assistant Commissioner Anita Challen is available for interviews on request.

- A high-resolution headshot of [Assistant Commissioner Anita Challen \(JPEG, 892KB\)](#)  is available for download from our media centre.
- Images of the ATO app, verify call feature and myID app are available for download below:
  - [ATO app – verify call feature \(PNG, 20KB\)](#) 
  - [ATO app \(JPEG, 2.77MB\)](#) 
  - [ATO app log in interface \(PNG, 656KB\)](#) 
  - [myID \(PNG, 1.25MB\)](#) 
- [ATO stock footage and images](#) are available for use in news bulletins from our media centre.

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