



Scam emails – real consequences

Learn how to stay scam safe this tax time.

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As a business owner, it's important to keep your employees, customers and yourself safe from scams. Fall victim to a scammer and the consequences could be significant.

ATO impersonation email scam reports have increased by over 300% from this time last year. At tax time we generally see more scam reports as scammers know this is when you expect to hear from us.

Scammers send fake messages trying to trick people into handing over personal information. Once they have your details, they can steal your identity and commit fraud in your name. They know you're busy and probably distracted wrapping up end of financial year, so they'll ask you to respond quickly hoping you don't verify the interaction.

Use these 3 simple steps to protect yourself against scammers this tax time:

1. **Stop:** Never share your MyID or ATO online services login. Only share personal information, such as your tax file number (TFN) or bank account details, if you trust the person and they genuinely need them. If in doubt, don't disclose anything.
2. **Check:** Take a sec to check. Ask yourself could it be fake? Is it really the ATO? If a link or QR code is directing you to provide information or to log into an online portal **DON'T** click on it!
3. **Protect:** If something doesn't feel right or you notice unusual activity, act quickly.

And remember:

- we may send you an SMS or email asking you to contact us, but we'll **NEVER** send an unsolicited message with a link asking you to

return personal information or log into our online services.

- we do have a Facebook, Instagram, X and LinkedIn account, but we'll **NEVER** use these platforms to ask you to provide personal information, documentation or for payments.

Recovering from identity theft is stressful and can impact your business's operations and reputation.

If something feels off, don't engage with it – visit **Verify or report a scam** or call **1800 008 540** for confirmation. Learn more at ato.gov.au/scamsafe.

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We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

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