

SCAM EXAMPLES

Please be aware of potentially fraudulent or deceptive emails, phone calls and other unsolicited promotions that use the Myer brand to promote Myer gift cards or gift vouchers. Some of these offers may appear as website banners or wall postings on social networking sites (eg. Instagram or Facebook), and may look like they're coming from or being endorsed by your friends. **Do not respond or participate in these offers. Myer will never request personal or banking details in unsolicited communications.**

Please note that all Myer gift card promotions and giveaways are sent from a specific Myer address/domain.

Please see below recent reported scams. These scams are not approved or endorsed by Myer.

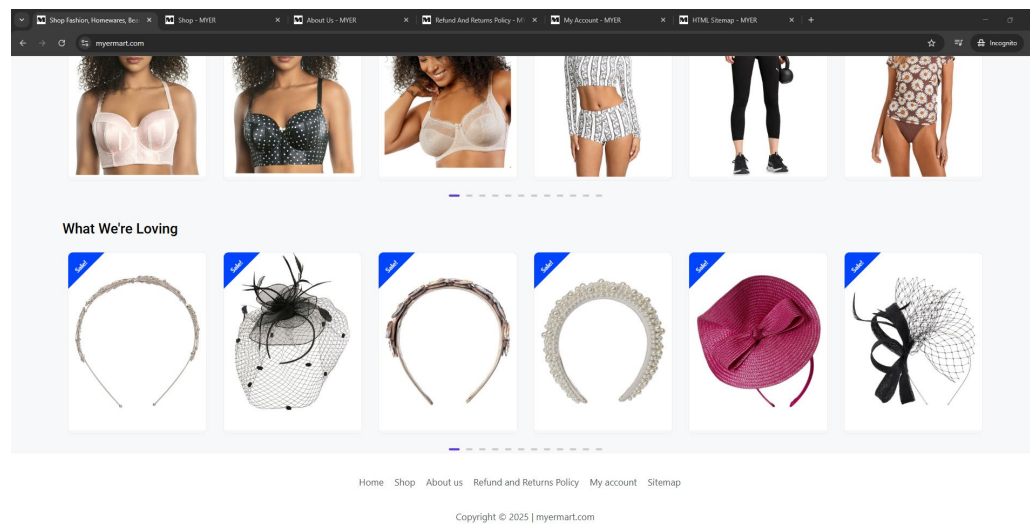
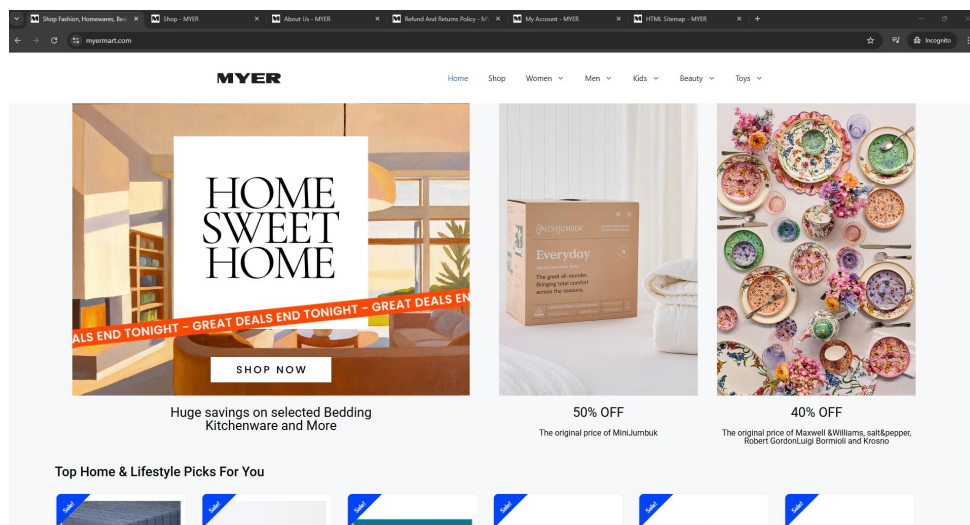
If you would like more information on [current scams](#) or would like to [report a scam](#), please visit [Scamwatch](#) website

MYERMART

Website <https://myermart.com/> is falsely purporting to be Myer. This website is not affiliated with Myer in any way and should be treated as fraudulent.

Do not provide your personal information, as this may be an attempt to carry out a phishing attack. A [Phishing](#) attack is the fraudulent attempt to obtain sensitive information or data, such as usernames, passwords and credit card details, by disguising oneself as a trustworthy entity.

For your safety and to ensure you are dealing with Myer, please refer to our only official website - <https://www.myer.com.au>.



GIFT CARDS

There are a number of gift card related scams circulating where scammers trick or threaten people into buying gift cards, before stealing the value of the card. Often the gift cards are from reputable companies such as Myer, Coles, Apple, Google Play etc. Once the scammer has used the value of the gift card it is often impossible to track. This leaves the victim at a financial loss, distressed and embarrassed.

How do gift card scams work?

Gift card scammers prey on people's trust and their desire to resolve issues immediately. The scammers will often text or email their victims, posing as your manager, people known to you, legitimate businesses, or government authority figures such as the Australian Tax Office, Centrelink, Telstra etc. They will then claim the victim owes money for a variety of reasons including tax bills, an online service, or as a request from a person they know. Scammers create a sense of urgency and can be threatening to the victim or their loved ones. This may be the threat of arrest, court action and other penalties if they do not follow the payment solutions offered.

The victim is then told to make the payment in the form of gift cards. Once the gift cards have been purchased, the scammer will ask the victim to share the gift card numbers and PINs, usually by sending a photo via text message or other messaging apps. Once the scammer has these details, they quickly redeem the value of the gift cards, leaving the victim empty handed.

While the payment method demanded by these fraudsters would reveal to most people it is a scam, there are many people in the community who don't know enough about technology or Australian government department procedures to come to that same conclusion.

Victims at times think they urgently need to buy many hundreds or even thousands of dollars of gift cards in order to service the fictitious debt. They will likely be panicked and may not appreciate a salesperson or cashier who intervenes in their purchase.

What to do?

Please be mindful of these types of requests and do not respond, no matter how convincing they sound, only a scammer will ask for gift cards as payment. Remember, legitimate companies will **NEVER** ask for gift cards as a form of payment.

In most instances, gift cards are specific to the brand ie Apple gift cards can only be used to purchase goods and services from Apple owned services such as App Store, Apple Online store or at an Apple Retail Store. Similarly Myer gift cards can only be used for goods and services from Myer Online store or at a Myer Retail Store. If you're approached to use branded gift cards for any other payment such a utilities bill, most likely you have been a target of a scam and should immediately report it to your local police department as well as ScamWatch or the issuing business ie Myer.

If you have been contacted about making a payment through gift cards, stop and verify the authenticity with someone you trust. More likely than not, it's a scam.

- If you have already bought gift cards, do NOT provide the code or pin to anyone.
- If you have been scammed, report the scam to scamwatch.gov.au and the police.
- Make sure you talk to your loved ones about scams to help prevent others from falling victim to the same scam.

For more information on gift card, visit [Scamwatch](https://scamwatch.gov.au)