

BULLETIN

All Members



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Scam Targeting Vehicle Repairers

Motor Vehicle repairers are being targeted by Scammers who send an email requesting work to be carried out on a car and will ask the business to pay a towing company on their behalf. VACC members have been contacted by persons involved in this scam.

The sender of the email (who uses various email addresses and names) will claim to be hearing impaired, so they cannot talk on the phone, they also claim to be interstate, or in hospital so cannot drop by the repairers premises. The Western Australian Department of Commerce has also had reports of the scammers using the National Relay Service (a legitimate service provided to the hearing impaired).

After making initial contact to request vehicle repair work, the scammer will offer to pay a deposit and extra to cover the cost of a tow truck, they will offer to give you credit card details, these credit card details are usually stolen details. The repairer will then be asked to wire transfer payment to a fictitious towing or shipping company (this payment system is virtually untraceable and often used by scammers).

You can find examples of the emails used by [clicking here](#)

Our advice to businesses is

- Never pay money via wire transfer to help a customer access good or services
- Be cautious when dealing with Interstate and overseas enquiries – try to independently verify who you are dealing with. If in doubt do not proceed
- Be skeptical if normal banking processes are not available
- When accepting a credit card payment, check with the card issuer (the bank) for authorisation to avoid accepting stolen credit cards

Members are encouraged to report these types of scams to the ACCC via the scam watch portal. You can access this portal [here](#).

John Khoury

Industry Policy Adviser

Industrial Relations, Policy and Engagement

VACC

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

P: 03 9829 1153 | M: 0412 510 108 | W: vacc.com.au