



Spark New Zealand (<http://www.sparknz.co.nz/>) | Spark Digital (<http://www.sparkdigital.co.nz/>)

| Spark Ventures (<http://www.sparkventures.co.nz/>) | Spark Foundation (<http://www.sparkfoundation.org.nz/>)

(/)

[SHOP \(/SHOP/\)](#)

[GET MORE \(/GETMORE/\)](#)

[MYSARK \(/MYSARK/\)](#)

[HELP \(/HELP/\)](#)

Search



[CONTACT \(/CONTACTUS/\)](#)

[FIBRE HELP CENTRE \(/HELP/FIBRE-HELP/\)](#)

[MOBILE & DATA \(/HELP/MOBILE-DATA/\)](#)

[INTERNET & EMAIL \(/HELP/INTERNET-EMAIL/\)](#)

[LANDLINE \(/HELP/LANDLINE/\)](#)

[BILLING \(/HELP/BILLING/\)](#)

[TECH IN A SEC \(/HELP/TECHINASEC/\)](#)

## Warning about phone scams

# WARNING ABOUT PHONE SCAMS

## What you need to know

Scammers have been calling our customers and pretending to be from Spark, in an attempt to gain personal details and then scam money from our customers.

The most important thing to know is Spark will never call you out of the blue and ask for personal details like bank account, credit card, or internet banking details.

## How to recognise a scam

The scams follow a few different patterns, but the most common story we hear is scammers call claiming to be from Spark's technical team and say your computer has issues and unless you sort it out over the phone you will be disconnected for weeks or even months. They may ask you to:

- Turn on the computer and look through the computer's logs
- Go to a webpage (such as TeamViewer) and download remote access software
- Give credit card information or an international money transfer so they can charge you for the phoney services
- They might put a password your computer and refuse to remove it until you pay them.

If you think you've received a scam call and want to let us know about your experience, you can email us at [scamhelp@spark.co.nz](mailto:scamhelp@spark.co.nz) (<mailto:scamhelp@spark.co.nz>) or fill out the form below. We monitor the details you provide us in your emails and use them to block scammers where we can, or if appropriate share them with the Police.

## What if I already gave my information to a scammer?

- If you have shared bank details, call your bank immediately to let them know.
- If you have shared any other details, make sure you change passwords for your computer, email, or social media accounts.
- If you've done anything on your computer at their request, then you should immediately disconnect your computer from the internet.

## How to avoid being scammed

Be very cautious about providing personal details, particularly banking or credit card details, to someone who has called you out of the blue. If you have concerns about the call's legitimacy or if you feel uncomfortable, hang up. Some other helpful tips for keeping yourself safe are:

- Make sure to keep your software and anti-virus programmes up to date.
- Don't use the same password for your online banking, email, and social media accounts.
- Change your passwords regularly and don't go back to old passwords -always set up and use a new one.

Look out for your friends and family and please spread the word and share ways to keep safe.

## How can I report my experience to Spark?

**REPORT IT ONLINE**  
**([HTTP://STORE.SPARK.CO.NZ/FORMS/SUBMIT-SCAM-REPORT](http://store.spark.co.nz/forms/submit-scam-report))**

**REPORT IT BY EMAIL**  
**[PHONEHELP@SPARK.CO.NZ](mailto:PHONEHELP@SPARK.CO.NZ)**

[Back to top](#)

[Help improve this page \(http://www.spark.co.nz/rating/na/\)](http://www.spark.co.nz/rating/na/)

[Print this page](#)

[Email this page](#)

[HOME \(/HOME/\)](#) > [HELP \(/HELP/\)](#) > [OTHER \(/HELP/OTHER/\)](#) > [WARNING ABOUT PHONE SCAMS \(/HELP/OTHER/PHONE-SCAMS/\)](#)

**SHOP (/SHOP/)**

[Mobile \(/shop/mobile/\)](#)

[Internet \(/shop/internet/\)](#)

[Landline \(/shop/landline/\)](#)

**GET MORE (/GETMORE/)**

[Netflix \(/getmore/netflix/\)](#)

[Lightbox \(/getmore/lightbox/\)](#)

[Spotify \(/getmore/spotify/\)](#)

[Free WiFi \(/getmore/freewifi/\)](#)

[Free email \(/myspark/myinternet/premiumservices/email/\)](#)

[Spark Thanks \(/myspark/thanks/\)](#)

**HELP (/HELP/)**

[Tech in a Sec \(/help/techinasec/\)](#)

[Internet \(/help/internet-email/\)](#)

[Mobile \(/help/mobile-data/\)](#)

[Landline \(/help/landline/\)](#)

[Billing \(/help/billing/\)](#)

**MYSARK (/MYSARK/)**

[Sign in \(/myspark/access/login/\)](#)

[Register \(/myspark/register/\)](#)

[My Mobile \(/myspark/mymobile/\)](#)

[My Mobile Broadband \(/myspark/mymobilebroadband/\)](#)

[My Internet \(/myspark/myinternet/\)](#)

[My Landline \(/myspark/mylandline/\)](#)

**CONTACT (/CONTACTUS/)**

[Store Finder \(/contactus/storefinder/\)](#)

**FOLLOW US**

 (<http://www.facebook.com/spark4nz>)

 (<http://twitter.com/sparknz>)

 (<http://www.youtube.com/user/sparknewzealand>)

Spark New Zealand (<http://www.sparknz.co.nz/>) | Spark Digital (<http://www.sparkdigital.co.nz/>) | Spark Ventures (<http://www.sparkventures.co.nz/>) | [Copyright © 2016 All rights reserved](#)  
| Spark Foundation (<http://www.sparkfoundation.org.nz/>)  
[Legal disclaimer \(/help/other/legaldisclaimer/\)](#) | [Privacy Policy \(/help/other/websiteprivacypolicy/\)](#) | [Accessibility \(/help/other/accessibilities/\)](#)  
| [Terms and Conditions \(/help/other/terms/\)](#)



## Elderly lose \$120,000 in telephone scam

Last updated 17:38, February 2 2017

123rf

Police said if anyone suspected they were on the phone to a scammer, they should hang up immediately.

Elderly residents in the Tasman district have lost \$120,000 to phone scammers claiming to work for Spark.

Police have issued a warning about the scam that is currently targeting New Zealand residents.

Police have received several reports in recent weeks from people who have been scammed out of significant amounts of money after being contacted by someone claiming to work for Spark.

The scammers say they need to speak to them regarding issues with their Spark account or computer.

In the Tasman area, three elderly residents have been scammed out of a total of \$120,000.

Enquiries into the scams have discovered that in some of these cases the funds have been deposited into Australian bank accounts.

"Spark will never call customers out of the blue to ask for personal details like bank account, credit card, or internet banking details," a police spokesperson said.

Spark's general manager of care Bridgette Dalzell said if anyone receives a call from someone claiming to be from Spark who asks for personal information, end the call immediately.

Police said if anyone suspected they were on the receiving end of one of these calls they should hang up immediately. "If it doesn't seem right, be cautious, double-check details first.

"Look after your personal details in the same way you would your wallet and other possessions.

Ad Feedback 



meridian

**Over 16,000 businesses rely on us to supply their power every day.**

**FIND OUT WHY**

"Your personal details are very valuable to scammers, they will use your details to take out loans or run up debts if they can."

Police said places like banks, Immigration New Zealand or Inland Revenue never email, call or text customers to ask for money to be sent using money transfer services.

"If you receive a request like that, it's a scam.

"Don't trust anyone who calls you and asks for your financial related information, such as your account details and password.

"Simply hang up, call them on their published contact 0800 number or arrange a meeting at the relevant agency branch."

Scams can be reported by visiting Consumer Protection's Scamwatch website at [www.consumerprotection.govt.nz/get-guidance/scams-and-online-safety/scams](http://www.consumerprotection.govt.nz/get-guidance/scams-and-online-safety/scams)

- Stuff

### more from stuff

Anti-farming media sentiment getting tiresome

Chart of the day: Which age group steals the show in Hawke's Bay?

Private equity TPG moves on Fairfax Media, deal excludes NZ...

World Naked Gardening Day: 7 practical & useful tips

### promoted stories

Baby Boomers in New Zealand With No Funeral Cover Should... Smart Insurance Quotes

NZ Mortgage Rate Forecast 2017 Squirrel

Free 'Tax: Facts' Guide 2017 - Get Your Copy Today Staples Rodway

Every Best Dressed Look from the 2017 Met Gala StyleBistro

Recommended by