



Whole-of-Australian-Government Travel Arrangements Advice 2014/19 – Unauthorised Phone Contact

25 June 2014

Agency Travel Managers

It has been recently brought to Finance's attention that an agency has recently received unauthorised phone contact from a company/individual purporting to be from one of the WoAG panel airlines.

A call from this company/individual may proceed in this manner:

- Some calls start with an automated voice advising the official that as they had recently travelled from Brisbane airport they had won a free flight and they were asked to press # 1 where a real person asked them for credit card details;
- Some calls start with a real person;
- All calls were made to the receiving official's direct work numbers; and
- When the official asked the caller a question they were either put on hold or hung up on.

Agencies are requested to please check that all phone contact received from any of the panel airlines is legitimate.

If you are unsure of the bona fide of the person, or the details that this person is requesting seem out of place with usual business practices, please do not divulge any personal information or financial details.

Contact your relevant Airlines Account Manager to discuss whether the request is legitimate.

More information is available on the Qantas Airlines website at <http://qantas.resultspage.com.au/search?p=Q&ts=custom&w=scam>

Please contact TCMS at tcms@finance.gov.au or (02) 6215 2447 if you require any further information on this Advice.