

# We'll Help you Stop the scammers



## *What can you do to protect yourself?*

*The good news is that you can outfox the fraudsters and protect yourself online by taking these eight steps to staying safe:*

### **1** *Never reply to emails that ask for personal information*

Beware of emails asking you to update your personal information or click on a link in the email which takes you to a website. eBay, PayPal, your bank and most other reputable organisations will never ask you for your account or credit card details, username or password in an email.

If you are in any doubt, always open a new browser and type the web address rather than clicking on a link to ensure you are on the genuine site.

### **2** *Get a safe browser*

The latest versions of both Internet Explorer and Mozilla Firefox come with inbuilt phishing protection to warn you when you're on a potentially fake website. Make sure you're on the latest version, download updates from your browser supplier's website.

### **3** *Update your anti-virus software*

Every time you open an email attachment or download a file from the internet, you are risking exposure to potentially harmful viruses and online hackers. Computers that have no anti-virus software are unprotected and vulnerable. To prevent this from happening update your anti-virus software regularly.

### **4** *Check your messages in My eBay*

If an email affecting the status of your eBay account is legitimate, it will always appear in the My Messages section of My eBay. If it isn't in My Messages and it's to do with your account, it's likely to be a fake. This doesn't apply to emails about your watched items, being outbid, winning an item, your favourite searches or newsletters like The Candy Jar.

### **5** *Download the eBay Toolbar*

Detect fraudulent websites that claim to be eBay or PayPal by downloading the free eBay Toolbar with Account Guard. The Account Guard turns green when you are on a genuine eBay or PayPal site and red when you are on a potentially fraudulent site. This handy tool also provides updates on any items you are watching, selling or bidding on. Just search for toolbar within the Help menu on eBay.com.au.

### **6** *Report suspicious emails*

If you are in any doubt that an email you have received or a website you have visited that claims to be eBay or PayPal is genuine, forward it immediately to [spoof@ebay.com.au](mailto:spoof@ebay.com.au) or [spoof@paypal.com.au](mailto:spoof@paypal.com.au) and then delete it.

### **7** *Choose a strong password and change it regularly*

The strongest passwords are those that are the hardest to guess. Some scammers use software to guess passwords so it's important to choose wisely. Combinations of letters, numbers, symbols and upper and lower case work best and it's important to change them regularly to keep your information as secure as possible. Visit the Help pages on eBay.com.au for more password safety tips.

### **8** *Use a PayPal Security Key as extra protection*

Use the PayPal Security Key for extra protection when you sign in to your eBay or PayPal account. The key generates a new six-digit code at the push of a button which you use along with your regular user ID and password. Learn more about the benefits of using the PayPal Security Key at [paypal.com.au/securitycentre](http://paypal.com.au/securitycentre). Just follow the links to Preventing Identity Theft and then click on Security Tools.

**For more about internet safety visit:** <http://www.ebay.com.au/securitycentre/>