

Introduction

Caller ID Spoofing is when the number or display name shown on the phone may look local, trusted, or familiar, but it is actually coming from somewhere else. Scammers use caller ID spoofing to increase the chance that their call will be answered and to add legitimacy to the engagement.

If your own phone number is being spoofed, it does not mean the scammer has access to your physical phone or your network account. In most cases the spoofing activity reduces or stops within a short period of time.

Prevention

Unfortunately, there is nothing you can do to prevent a scammer from spoofing your number or calling you from a spoofed number. Being on the Do Not Call Register will not assist, as this is a service used by legitimate companies.

Detection

How will I know if someone is spoofing my phone number?

You may never know that someone is using your number, however, the most common signs are:

- ☐ You receive calls from individuals stating they missed a call from you, even though you never called them.
- ☐ You receive calls from individuals accusing you of being a scammer.

How do I know if someone is calling me from a spoofed number?

- ☐ You usually cannot tell when a call is spoofed when receiving a phone call. Some mobile networks offer 'potential fraud' warnings; however, the absence of a warning should not indicate the number is safe as these security measures are not always foolproof. The introduction of the [SMS Sender ID Register](#) assists in mitigating SMS spoofing, however, it is still important to remain vigilant and do your own due diligence to verify the contact directly with the person or organisation.

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Response

What do I do if I believe my mobile number is being spoofed?

- ☐ Contact your telephone provider and advise them that scammers may be spoofing your phone number.
- ☐ Temporarily silence unknown calls so you don't have to engage with potentially angry people who may think you are a scammer.
- ☐ Place a voice message on your phone informing individuals of the issue. For example:
"Hi, if you are calling because you believe you have received a call from me/us/our business, we have not made these calls. We have become aware that our phone number is being spoofed by scammers"

For additional support or information, contact IDCARE:

Submit [Get Help Form](#) | 1800 595 160 (Aus) | 0800 121 068 (NZ)

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