



Scam Victim Alliance

Support • Recovery • Justice

SUGGESTED RECORDS TO KEEP

#	WHAT TO RECORD	NOTES
1	SHORT SCAM STATEMENT	WRITE A STEP BY STEP TIMELINE OF HOW THE SCAM HAPPENED
2	DISPUTED TRANSACTIONS - SENDING BANK (I.E. YOUR BANK)	DATES, BSB, ACCOUNT NUMBERS, SCREENSHOTS AND STATEMENTS
3	DISPUTED TRANSACTIONS - RECEIVING BANK OR PAYMENT PLATFORM	PHONE THE RECEIVING INSTITUTION AND GET A COMPLAINT NUMBER - KEEP A RECORD OF IT
4	POLICE EVENT NUMBER	DO NOT CALL 000 - CALL THE POLICE ASSISTANCE LINE OR GO IN TO A STATION TO REPORT THE LOSS
5	REPORT CYBER NUMBER	SOMETIMES POLICE WILL DO THIS FOR YOU - YOU CAN ALSO GO TO THE PORTAL AND LODGE YOUR SCAM DETAILS
6	BANK/FINANCIAL INSTITUTION COMPLAINT NUMBER	THIS IS 'INTERNAL DISPUTE RESOLUTION' AND MUST BE LODGED AS QUICKLY AS POSSIBLE. KEEP ALL RECORDS OF WHO YOU SPEAK TO AND DATES.
7	AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA) COMPLAINT NUMBER	THIS IS 'EXTERNAL DISPUTE RESOLUTION' AND MOSTLY TAKES PLACE THROUGH AFCA
8	LOG ALL LETTERS/EMAILS CORRESPONDENCE	KEEP ALL RECORDS IN DATE ORDER TO FIND THEM EASILY WHEN YOU NEED
9	CONTACT THE CUSTOMER ADVOCATE AT YOUR SENDING BANK TO ASK FOR ALL CALL RECORDINGS, LOG FILES AND NOTES AGAINST YOUR ACCOUNT AROUND THE TIME OF THE SCAM	
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RECORDS OF YOUR SCAM

#	WHAT TO RECORD	NOTES
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