

INFORMATION FOR STUDENTS WHO ARE THE SUBJECT OF A SCAM

As the person who experienced a scam, we advise that you:

- **Report the matter.** You must report the scam to New Zealand Police (NZPolice). You can do this **by calling 105 or online** <https://www.police.govt.nz/use-105>
- **Report the matter.** You must report the scam to the Netsafe. You can do this online at <https://netsafe.org.nz/>
- **Report the matter.** You must report the scam to National Cyber Security Centre. You can do this online at <https://www.ncsc.govt.nz/>
- **Contact your bank immediately.** Even if you did not disclose any personal information or bank or card details, it would be best to contact your bank and monitor your bank accounts for unauthorised transactions
- **Change your online passwords.** If you think one of your online accounts may be compromised, you should change your password immediately.
- **Contact a counselling or support service.** Please remember we also have our free student via Mauri Ora <https://www.wgtn.ac.nz/student-health-counselling>. They will be able to assist you with advice and support.
- **If the scam occurred while using your VUW email address.** Report the incident to Digital Solutions Service Desk. Email servicedesk@vuw.ac.nz, call 04 463 5050 or free text 8676.

Don't Share Personal Information: Avoid sharing personal information, financial details, or sensitive data with unknown individuals or sources.

Report Suspicious Activity: If you encounter any suspicious activity, messages, or requests, report them to the relevant authorities or platforms. This helps prevent others from falling victim to similar scams.

Reach Out to Trusted Individuals: Inform someone you trust about the situation. This could be a family member, friend, teacher, or advisor. They can provide you with support and help you make informed decisions.

Reach out to a counselling or support service for assistance: Keep in mind that our university provides a counselling service, available via Mauri Ora

When you get your police reference and cyber incident report number, please tell VUW Security the reference numbers. You can call us on **0800 842 8888** or by email at security@VUW.ac.nz.

Should you need further assistance, please do not hesitate to call us on **0800 842 8888**.