



Individual InfoForm Report

Reference Number: REF2852552

Customer

Customer Name

Is Anonymous: False
 Salutation: Mrs
 First Name: [REDACTED]
 Last Name: [REDACTED]

Contact Numbers

Business Phone: [REDACTED]
 Home Phone:
 Mobile Phone:

Address Details

Address Type: Primary
 Address Line 1: [REDACTED]
 Address Line 2:
 Address Line 3:
 Suburb: [REDACTED]
 Postcode: [REDACTED]
 State: NSW
 Country:

Email Address

Email Address: [REDACTED]

Demographic Details

Age:
 Gender: Female
 Financial Hardship: No
 Youth: No
 Older Australian: No
 English Language Skills: No
 Indigenous: No
 Remote Community: No
 Disability: No
 Serious or Chronic Illness: No
 Other Temporary Circumstances: No

Special Requirements

Interpreter Call: No
 TTY: No
 Contact Record: [REDACTED]

Report Details

Contact Date: 08/01/2020
 Contact Reason: Enquiry
 Contact Mode: Web Form
 Phone Source Line:
 Description: I was aiming to donate to [REDACTED] bushfire appeal. The donation went to an organisation Called [REDACTED]. This made me nervous that it wasn't actually [REDACTED] and the credit card charge was \$9 which seems or than most. Is this a genuine path to donate to [REDACTED]? I removed my 'share' from fb.
 Reported By: [REDACTED]
 On Behalf of Organisation:
 Desired Outcome:

External Identifiers

Reference Number: REF2852552
 CRM 2011 Ticket Number:
 TrackIT ID:

Activities

Type	Subject	Status	Owner	Actual Start
Email	ACCC Response (Reference: REF2852552) [SEC=UNCLASSIFIED]	Sent	[REDACTED]	

Clock

Start Date and Time	End Date and Time	Duration
08/01/2020 8:36:48 PM	15/01/2020 9:08:45 AM	5:00



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Classification

Categories

Level 1 Not ACCC
Level 2 No CCA
Level 3

Types of Claim

Organic	No	Animal Welfare	No
Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Fair Trade	No	Health	No

Issue

Consumer Issue	No	Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	No

Mode of Communication

Door to Door	No	Telemarketing	No
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Advertising

Internet	No	Radio	No
Television	No	Press	No

Conducts

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
General	General - No CCA Issue	Act CCA Div. 3 Part	General Other	

Trader Details

Primary Trader: [REDACTED]

Trader ANZSIC Code: [REDACTED]

Primary Trader Business Contact Name :

Trader Details (if Different from Primary)

Trader Website

Trader Email Address

Trader Phone

Trader Address Line 1

Trader Address Line 2

Trader Address Line 3

Trader Address Suburb

Trader Address State



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Trader Address Post Code

Other Traders

Action

Advice ADV C of Bushfires Scams

Assignment

Owner No Response Required No

Resolution Dates

First Resolved On 15/01/2020 Last Resolved On 15/01/2020

InfoForm Action

Report Status Closed Report Status Reason Intelligence

Referred To External Party:

Escalated To Escalated By

Action Date 15/01/2020

Comments

Confidentiality & TRIM Documents

Ministerial No TRIM Response Doc
TRIM Contact Doc

Product Safety

Action Taken

Complained No Returned No

Asked Refund No Returned Purchase No

Action Taken Other

Contacted Supplier Consent to disclose

Outcome of contact with supplier

PS Other action taken

Product Details

Brand Date of Purchase
Type Batch Name / Number

Manufacturer

Name

Model

Description

Product Category

Regulated Product No

How was product obtained

Other

Why Reporting

Problem Report

Believe Banned No Almost Accident No

Injured No Injury Required Hospital Treat. No



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Product Safety Injury/Incident details

<p>PS Injured</p> <p>Treatment from a medical professional</p> <p>Require hospital stay</p> <p>Provide details</p>	<p>Injury Severity</p> <p>Near Miss/Almost Accident</p> <p>Type of incident nearly occurred</p>
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Scam Watch

<p>Scammer Contact Date</p> <p>Scam Contact Mode N/A</p> <p>Scam Contact Website</p> <p>Scam Contact Website Other</p> <p>How Paid (Payment Type)</p> <p>How Paid (Other)</p>	<p>Will You Share Your Story:</p> <p>On Behalf of Business No</p> <p>Business Age</p> <p>Business Size</p>
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Loss Type

<p>Is a Loss Suffered? No</p> <p>Personal Info Loss No</p> <p>Amount Lost</p>	<p>Commercial Information Loss No</p> <p>Banking Details Loss No</p>
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Small Business

<p>Business Name</p> <p>Business Age</p> <p>Description of Loss</p>	<p>Industry</p> <p>Business Size</p>
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Relationship

<p>As Competitor No</p> <p>Related As Franchisee No</p> <p>As Other No</p> <p>As Other Description</p>	<p>As Supplier No</p> <p>As Customer No</p>
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Refusal

<p>Is Refusal No</p> <p>Refusal to Supply? No</p> <p>Refusal Type</p> <p>Reason Sought No</p> <p>Referred Elsewhere No</p> <p>Reason Description</p> <p>Referral Outcome</p>	<p>Refusal Other No</p> <p>Refusal Date</p> <p>Alternative Available No</p>
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Franchise

<p>Name</p> <p>Location</p> <p>Date Disclosure</p> <p>Date Entered</p> <p>Mediation No</p> <p>Mediation Result</p> <p>Negotiation No</p>	<p>Franchise Legal Received No</p> <p>Franchise Legal Waiver No</p> <p>Mediation Date</p> <p>Negotiation Date</p>
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Negotiation Result

Franchise Other No

Franchise Other Details

Franchise Other Outcome

Anticompetitive & Unconscionable Conduct

Is Anticompetitive No

Product

Description

Unconscionable Conduct

Is Unconscionable No

Unconscionable Event

Documents No

Unconscionable Influence Used No

Report Lodged With Other Agency

Lodged With Other? No

Description

Result

Audit

Created By

Created On

08/01/2020

Modified By

Modified On

15/01/2020

Released under FOI

Reference Number: REF2852552

Activity Type	Email
Direction	Outgoing
From	Infocentre
To	REF2852552 [REDACTED]
Cc	[REDACTED]
Bcc	[REDACTED]
Email Classification	UNCLASSIFIED
Subject	ACCC Response (Reference: REF2852552) [SEC=UNCLASSIFIED]
Attachment Count	0
Description	

Dear Mrs [REDACTED]

Thank you for writing to us. There are currently a wide range of appeals raising funds for people and animals affected by the bushfires. Unfortunately, some of these are scams. The ban on excessive payment surcharges does not affect the ability of a business to determine the price of its goods or services. If a business chooses to consider its cost of processing payments when setting the all-inclusive price of its goods or services, then it is not charging a payment surcharge and is not covered by the ban.

People can [make a report](#) on the Scamwatch website, or find more information about [where to get help](#). The ACCC has also set up a dedicated phone number for the public to report bushfire related scams. People can call **1300 795 995** to report these scams.

If you wish to make a donation towards those affected by the bushfires, please protect yourself with the following information:

- Scammers are pretending to be legitimate well-known charities, creating their own charity names, and impersonating people negatively impacted by the bushfires.
- Scammers are cold-calling, direct messaging and creating fake websites and pages on social media to raise funds.
- Do not donate via fundraising pages on platforms that do not verify the legitimacy of the fundraiser or that do not guarantee your money will be returned if the page is determined to be fraudulent.
- Be careful about crowdfunding requests as these may be fake and also come from scammers. Check the terms and conditions of funding platforms and ensure you are dealing with official organisations. If you are unsure, make your donation to an established charity instead.
- If you are donating to an established charity or not-for-profit organisation, ensure it is registered and that you are on its official website by searching the [Australia Charities and Not-for-profits Commission Charity Register](#).
- If you think you have paid money to a scammer, please contact your bank immediately.

We hope the information we have provided today is helpful to you.

Yours sincerely

Tom

Public Information Officer | Infocentre
Australian Competition and Consumer Commission
23 Marcus Clarke Street Canberra 2601 | www.accc.gov.au
T: 1300 302502
[@acccgovau](https://twitter.com/acccgovau) [ACCCConsumerrights](https://www.facebook.com/ACCCConsumerrights)

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