

You may have received a scam phone call from someone impersonating our staff

We've become aware that some people have received a call from someone claiming they're from Veterans' Affairs.

The impersonator says that you may be eligible for an ex gratia payment and then asks for your bank account details.

We believe that this is a scam and advise you to hang up immediately.

How to tell if a call is legitimate

From time to time we do ring clients to check and update their contact details or to quickly obtain information that might otherwise hold up an application or payment.

However, our usual practice is to ring a client in response to an application or enquiry that they have made. Our staff will state their name and the purpose of their call.

What to do if you're not sure about a call

If someone rings you claiming to be from Veterans' Affairs and you're unsure about the call:

1. ask for the caller's name
2. hang up
3. then contact us to check the validity of that call.

Veterans' Affairs contact information (<https://www.veteransaffairs.mil.nz/contact-us/>)

Learn how to protect yourself from future scams

The Government website Consumer Protection provides excellent guidance for spotting a scam and the actions you can take.

Learn how to protect yourself at the Consumer Protection website (<https://www.consumerprotection.govt.nz/general-help/scamwatch/types-of-scams/identify-a-scam/>) 

Date

28 November 2022

Tags

[Updates for clients \(https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20\)](https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20)

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