

Reporting a Scam Call or Text

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Overview

We are wanting to give our customers the opportunity to be able to report calls and texts which are specifically considered Scam. This is when a number has contacted via text (SMS) or phone call, in order to deceptively obtain your personal information such as card details, email address, etc.

Please keep in mind that these numbers must **not** involve;

- Prank calls
- Numbers from known people

Prank calls and spam from known number would be considered a misuse/nuisance report - please contact our Skinny Care Team for assisting with this.

Please keep in mind that we do not have control over international Scam calls or texts as we would not have access to contact their cell provider, overseas. Landline numbers may also be difficult to identify, however we will still accept adding this to our records.

We also cannot guarantee that we can stop these scam texts or calls, but will aim to do our best and report the information.

Criteria for determining malicious contact:

- The victim has received and reported (in accordance with our reporting criteria below) 1 instance of unwanted contact.
- The instances of contact occurred within the last seven days
- In a case of a Phone Call - The duration of the call was under one minute
- The victim did not try to contact the offender since they first made contact

How to report a Scam Call or Text

To report a scam call or text, please contact our care team.
We are available on;

- Chat via our Ask Gina Bot. Just ask to speak with a "Live Agent" and you will be transferred over to one of us. We are available on Chat between 8am and 7pm Monday - Friday and 9am - 5:30pm Saturday and Sunday.
- Facebook Messenger via our Skinny Facebook Page 8am till 5:30pm Monday - Friday
- Email support@skinny.co.nz

If you are certain that you have been contacted by a Scammer you can also report the scam to Netsafe <https://report.netsafe.org.nz/hc/en-au/requests/new>.

Thank you.

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Online URL:

<https://support.skinny.co.nz/article/reporting-a-scam-call-or-text-921.html>