

Survey Phone Scam Alert

Council is urging residents to be alert when completing community satisfaction surveys. Legitimate surveys are currently occurring but there are concerns that scammers may be using the survey as a cover to try to extract personal information.

Coordinator Corporate Planning and Council Business, June Ernst, is encouraging residents to complete the legitimate survey but to be alert if asked any questions that don't appear quite right or that make you feel uncomfortable.

"We have received a number of calls from community members who have received phone calls from a person purporting to be conducting a survey on behalf of council but the questions they have been asked do not follow the prescribed script.

People have reported that they have been asked questions that are of a personal nature and that the interviewer was pushy in their approach to obtain information. We want to assure residents that in the real survey this would not occur and that they do not have to answer the questions if they have any doubts."

If you do receive a phone call to complete a survey, please note:

- The person will advise that they are completing the survey on behalf of the South Gippsland Shire Council (not Leongatha Council or Korumburra Council).
- They will advise the name of the company.
- They will not ask you for any personally identifiable information (date of birth, address etc.).
- The phone call will have an (02) area code.

If you believe you have received a scam survey, capture any details such as a phone number, end the call immediately and call the police. Please contact council on 5662 9200 if you have received a suspicious call.

PR2005 9/3/17