

# DON'T GET **CLAWED** OVER THE PHONE



## When You Realise you are talking to a Telemarketer

1. Tell them “I don’t trust the security of buying over the phone”.
2. Tell them “I am not interested in whatever you are selling”.
3. Ask them to “Stop talking about the product or service and never call again”.

## If they continue to talk ask;

4. “What is your name and who do you work for?”.
5. Keep repeating “I’m not interested”.
6. If they continue to talk about the product or service, tell them “I am going to report you for harassment to the Telecommunications Ombudsman and I will be seeking advice from the Dept of Fair Trading”.

## If they still continue to talk;

7. Hang up
8. Contact Fair Trading for further advice if needed on **13 32 20**.

## If they continue to call and harass you:

9. Report it to the Telecommunications Ombudsman on 1800 062 058 and the Police if you feel like you are in any danger.

## TIPS: \* Never agree to anything over the phone.

- \* Avoid saying yes when acknowledging that you understand what they are talking about, it may be interpreted as “yes I want what you are selling” rather than “yes I understand what you are talking about”
- \* Always ask for information in writing and take the time to read it.
- \* To lessen your chances of being “Ripped Off” you should not purchase anything over the phone.

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