



5 January 2017

**MEDIA STATEMENT**

## **Insurance Scam Calls**

The Insurance Commission of Western Australia (ICWA) is aware of an increase in unsolicited calls in connection with personal injury compensation claims.

Cold calls are being made to members of the public by people pretending to be from a crash investigation company acting on behalf of ICWA. The caller attempts to obtain personal information and refer the innocent party to a claims or compensation service for their own financial gain.

Please be aware that these calls are not solicited by ICWA.

Claimant's personal details are provided to ICWA via its Online Crash Reporting Facility and claim documentation not via an unsolicited phone call from a third party.

ICWA offers the following general advice:

- If you receive an unsolicited phone call, verify the number independently or hang up;
- Do not provide any personal information;
- Ask the caller for their name, organisation, website, email address and return phone number; and
- If you believe the call to be a scam, report it to the WA ScamNet at Consumer Protection ([wascamnet@commerce.wa.gov.au](mailto:wascamnet@commerce.wa.gov.au) and 1300 304 054).

Media enquiries: Kane Blackman, Commission Secretary, Insurance Commission-  
+61 8 9264 3556, +61 418 255 549, [kane.blackman@icwa.wa.gov.au](mailto:kane.blackman@icwa.wa.gov.au)