



BUY, SWAP AND SELL SMART



Online marketplaces such as Gumtree and Facebook have become a popular place to buy, sell, share, swap and give away unwanted items. While the vast majority of experiences on these sites are successful and hassle-free, online marketplaces are also popular among thieves and scammers. There are a few tips users should follow to ensure they get the best out of their use of these sites:

- **If it sounds too good to be true, then it probably isn't true**, always use common sense. You should inspect the item carefully in person to ensure it is as described in the ad and any issues are known upfront before you exchange any money.
- **Know who you're dealing with.** If you've only ever met someone online or are unsure of the legitimacy of a business, take some time to do a bit more research. It is better to use online sites that you know and trust. Scammers will set up fake online stores or post goods for sale in buyswap-sell groups or online classified sites to trick people into buying items that don't exist.
- For **personal safety** and ease, if possible, you should arrange to meet in a busy public place. Also, it's a good idea to take a family member or friend with you.
- **Never send money to anyone you don't know.** While online transactions can be simple and convenient, please remember that face to face transactions are the best way to minimise the risk of fraudulent activity.
- When buying or selling an item online, **always transact in person, in public, with cash or through payment methods with buyer protection, such as PayPal or Afterpay.**

A MESSAGE FROM NSW POLICE FORCE

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PLEASE KEEP THIS IN MIND TO AVOID THE TYPES OF SCAMS LISTED IN BELOW:

- A **scheduled payment receipt** is not a confirmation of money transfer, but a notification of a payment scheduled to be made in the future. This can easily be cancelled by the buyer after goods are exchanged.
- **Oops, I paid you too much!** Buyer's will purposely overpay for an item by cheque and request the overpayment be refunded to them by other means, such as cash. The cheque may appear cleared into your account but can be stopped or refused weeks later. Then you've lost the item, the money from the cheque and the amount you refunded to the scammer. Oops!
- A seller claims that there are **brokerage fees, import duties, or other such fees** required to get an item into the country. Do not pay such fees, as you will most often never get the product and will have lost any money you paid.

OTHER COMMON SCAMS:

Car theft

Be aware when selling a vehicle on online there have been instances where a 'buyer' takes the car on a test drive and never returns or, in an accompanied test drive, forces the owner from the car and steals it.

Always sight buyer's identification and record details before allowing a test drive or access to your vehicle. Have a friend or family member accompany you and the buyer on a test drive. Never leave the buyer alone with access to your car.

Delivery Scam via Whatsapp / SMS

If you receive any Whatsapp or SMS messages from potential buyers offering Gumtree or similar delivery as a service, do NOT click on the link or enter your payment details, this is a scam.

Brand name spoofing / phishing

You get an email/SMS that claims to be from Gumtree, Adevinta, Western Union, or another company and offers buyer protection or an online payment system or perhaps a cash prize. Legitimate companies will never send out such emails. Phishing attempts can also come in the form of emails/SMS messages telling you that your account has been disabled, suspended, locked, or something similar and you are asked to click on a link. Do not click on the link.

SMS Scam

An SMS message from a potential buyer asking you to respond by email is most likely a scam. Legitimate buyers and sellers are unlikely to want to be emailed if they are already texting you.

For more information on how you can protect yourself online, visit the Australian Government's online safety section <https://info.australia.gov.au/information-and-services/public-safety-and-law/online-safety>

or SCAMWATCH online shopping scams <https://www.scamwatch.gov.au/types-of-scams/buying-or-selling/online-shopping-scams>



Triple Zero (000)

For emergencies or life threatening situations.



Police Assistance Line (131 444)

For non emergencies.



Crime Stoppers (1800 333 000)

To provide crime information. It can be in confidence.

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