

## Qantas airfare refund scams- Warning over phone, website scammers



*Craig Platt* January 2021

Qantas has issued a warning about scammers targeting passengers over flight refunds.

Qantas has issued a warning to customers to be wary of scammers pretending to represent the airline on refunds.

In a tweet on the Qantas account, the airline stated that scammers are calling people claiming to be part of the "Qantas Refund Team" to discuss refunds.

"The callers are asking customers to provide their credit card details so that their refund for a cancelled flight can be processed," Qantas' [scam assistance page](#) states. "These calls are not from us."

"Recipients are advised not to provide personal or financial details and not to respond to these phone calls."

The airline advised that if a customer service representative contacted a passenger they would first go through a verification process to confirm the passenger's identity.

Qantas also warned that there are fake websites pretending to be the airline featuring "TOLL FREE" 1800 numbers to call to arrange flight refunds.

The airline said passengers should only use the official Qantas website, which they can log in to to manage their bookings.

Last year, the Australian Competition and Consumer Commission (ACCC) [raised concerns that some Qantas passengers were being encouraged to cancel their bookings](#) and receive a flight credit rather than waiting for a full refund to which they were entitled.

It's not the first time Qantas customers have been targeted by scammers. A long running scam involves **fake Qantas Facebook pages telling people the airline is giving away free flights and all they have to do is participate in a survey, or something similar, to receive one.**

Despite this scam appearing regularly over the past decade, [thousands of Australians still fall for it.](#)

The ACCC's [Scamwatch website](#) states it has received more than 5170 scam reports related to COVID-19, with more than \$6 million in reported losses from victims.