

# Identity Fraud Policy

If you've unknowingly been signed up to an Accord plan without your consent, then you could be a victim of identity fraud.

Identity fraud can occur when someone has used your ID or personal documents without your permission to sign up a mobile service with Accord. This can happen when:

- Someone has access to your mobile phone
- Someone who has identity information about you, such as a colleague, friend, roommate or family member uses your ID.

For more information on identity fraud and how to prevent it visit the Scamwatch and the Australian Federal Police.

If you've experienced another type of fraud, check out our general fraud support page.

## How to submit an identity fraud claim

To submit an identify fraud claim, please call us on 1300 017 150 (8am – 8pm AEST Mon-Fri) from any phone.

Before you lodge a claim, you'll need the following the documentation.

1. A Statutory Declaration that is witnessed and signed by an authorised signatory. Download the Statutory Declaration Form and complete in full prior to submitting this claim.
2. A copy of your photo ID that shows your current residential address. All IDs except passports must be issued in Australia.
3. A police report or event number contact your local police for one.
4. Any supporting documentation you've received from Accord showing the fraudulent connection or upgrade such as a welcome letter or recent invoice. If you don't have any of these, letters from debt collection agencies or emails regarding the account can be used.

It can take up to 5 business days to investigate your claim once it's logged over the phone. Our credit team will contact you either through email or mail to let you know the outcome.