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Media release

Allconnex customers warned about text message scam

Allconnex Water has urged its Gold Coast, Logan and Redland customers to remain vigilant after reports a fake business is trying to gain access to bank details.

Several people have received text messages from a company claiming to be called "Connex", advising them to reply to the text message or call a phone number to set up direct debit accounts.

The message states water services would be cut off if the direct debit accounts are not created.

An Allconnex Water spokesperson said customers should avoid giving personal information to anyone claiming to be from Connex.

"Connex is a bogus company that has nothing to do with Allconnex Water and the work we are doing to provide high quality water and wastewater services to the south-east Queensland region," the spokesperson said.

Allconnex Water would like to thank a number of observant customers who contacted them about the scam, which has been reported to the Queensland Government Office of Fair Trading.

"If any Allconnex Water customers have provided their details to Connex they should contact their bank or financial institution and the Office of Fair Trading for advice," the spokesperson said.

The spokesperson said Allconnex Water was looking into the matter and would provide more information as soon as possible.

Anyone who believes they may have information about a potential scam should contact the office at: www.fairtrading.qld.gov.au/report-a-consumer-scam.htm

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