

Identity Fraud

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If you've unknowingly been signed up to an Pronto Broadband 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 Pronto Broadband. 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 304 038 (8am to 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 Pronto Broadband 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 its logged over the phone. Our credit team will contact you either through email or mail to let you know the outcome.