

Notification: Phishing emails circulating claiming to be from CHEP Australia and CHEP New Zealand



A Brambles Company

Tips to determine email legitimacy

If you receive an email about your CHEP account, and you're not sure whether it is real, you can look for a couple of things that can help confirm that the message is from CHEP.

Genuine invoices from CHEP Australia come from the following email addresses and the subject line contains your account number:

- + PDF version – au.billing@chep.com
- + CSV & Interactive version – au.electronicbilling@chep.com

Genuine invoices from CHEP New Zealand come from the following email addresses and the subject line contains your account number:

- + PDF version – nz.billing@chep.com
- + CSV version – nz.electronicbilling@chep.com
- + Interactive version – anzinfo@einvoiceing.chep.com

Emails about your CHEP account will never ask you to provide this information over email:

- + Personal information
- + Full credit card number
- + Credit card CCV code

If you have received a suspicious email or think you might have entered personal information like a password or credit card information on a scam website relating to CHEP, if you are in Australia, immediately contact CHEP Customer Service on 13 CHEP (13 2437) or au.customerservice@chep.com and your IT department. If you are in New Zealand, immediately contact CHEP Customer Service on 0800 652 437 or nz.customerservice@chep.com and your IT department.

If you have been a victim of a cybercrime such as fraud, report it to the [Australian Cybercrime Online Reporting Network \(ACORN\)](#) or [CERT NZ](#).

As a reminder, to protect yourself, don't open suspicious texts, pop-up windows or emails, and don't click on links or open attachments from email addresses you are not familiar with. As a precaution, we recommend that you remain vigilant for any unusual activity. For general information about protecting your data privacy, visit the ACCC's [ScamWatch](#) website in Australia or the [Consumer Protection](#) website in New Zealand.