



A MESSAGE FROM AFTA

January 2015

Member Alert: Online classifieds 'cheap flight' scam

The Australian Federation of Travel Agents (AFTA) has recently received information from a member agent advising of a booking scam operating via an online classifieds website.

It is understood that independent advertisers are selling what appears to be discounted airfares and receiving direct payment from consumers.

The scammers then proceed to book a flight on behalf of the consumer with a legitimate travel company using a fraudulent credit card to pay for a standard airfare.

Travel companies are then being hit by chargebacks once the true cardholder becomes aware of the unauthorised charge to their card.

The airfare booking is subsequently cancelled, and the original consumer is out of pocket, has no air ticket and is unable to claim re-imburement given they have paid by direct deposit.

This important notice has been sent to all AFTA Members and ATAS Participants. Travel agents should do their own investigation relating to this matter and report any fraudulent activity to their respective Consumer Affairs or Fair Trading Department.

We would like to remind consumers of the importance of booking travel through ATAS - accredited travel agents for peace of mind, and professional, expert travel support.



For more information please contact us:

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