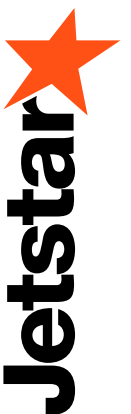


# Archive of cyber scams targeting Jetstar

20-May-2026

Below is an archive of cyber scams targeting Jetstar



## May 2026 – Be aware of Fake Jetstar Phone Numbers

Scammers are posting fake Jetstar phone numbers online, including in Google search results, social media posts and third-party websites.

If you call one of these numbers, you may reach someone pretending to be from Jetstar who asks you to pay for flight changes or other services.

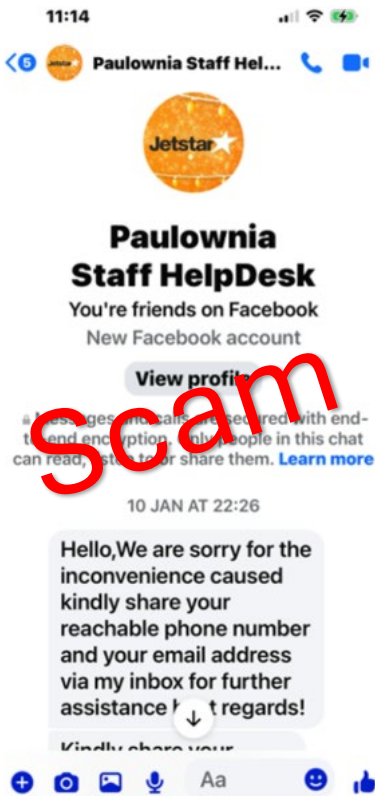
How to protect yourself:

- Always use the contact details listed on <https://jetstar.com>
- Do not rely on phone numbers found through search engines or social media post.
- Jetstar will never ask you to make payment for a flight change through an unexpected callback.
- If you have been charged by someone claiming to be Jetstar for a service you did not authorise, contact your bank immediately and report it to <https://www.scamwatch.gov.au/>

If a call or email does not feel right or you are ever unsure whether you are speaking with Jetstar, end the call and contact us directly via <https://www.jetstar.com/au/en/contact-us>

## Apr 2026 - Fake Airline Agents Refund Scam

We have identified a scam where a traveller posts a complaint to Jetstar’s Facebook page. Shortly after, a scammer posing as a Jetstar agent contacts the traveller and offers compensation. The scammer asks for personal contact details and then moves the conversation to WhatsApp (a channel Jetstar does not use for customer support). The traveller is instructed to install a money-transfer app, input a code and their banking password, then enter multiple amounts into the app. Money is then withdrawn from the traveller’s bank account.



### Red flags to look out for:

- The ‘agent’ contacts you from an account that is not an official Jetstar account.
- The account is a recently created account, or a slightly different name/logo.
- You’re asked to move to WhatsApp or another unofficial channel.
- You’re asked for one-time passcodes (OTPs), verification codes, or to “confirm” payments.
- You’re asked to download a payment or money-transfer app to receive a refund.
- You feel rushed, pressured, or warned you’ll “lose” your compensation if you don’t act immediately.

When contacting Jetstar, always check to confirm you are using the official contact channels.

## Mar 2026 - Fake Jetstar Voucher Listings Scam

We have identified a scam where individuals are selling fake Jetstar vouchers via online marketplaces (e.g. Facebook Marketplace). These vouchers are invalid and cannot be redeemed. In many cases, the seller becomes uncontactable after payment.

### How to spot a fake voucher listing:

- Vouchers offered below face value (e.g., “value of \$750, but selling for \$500”)
- Pressure to pay quickly, or requests for unusual payment methods
- Seller refuses to provide proof of purchase/receipt that can be verified
- Seller will not allow time to confirm the voucher is valid before payment

While Jetstar may issue vouchers for refunds (directly to the affected individual), Jetstar does not sell gift cards or Jetstar vouchers.

If you see an advertisement selling Jetstar vouchers, do not engage, and report the advertisement to the platform.



# Dec 2025 - Fake Jetstar Jobs & IATA Certificates Scam

We have identified an employment scam based in India, falsely using Jetstar branding to deceive victims. These jobs are NOT affiliated with Jetstar Airways.

Scammers impersonate Jetstar HR staff and offer fake aviation or ground-staff roles. As part of the scam, victims are asked to pay for fake IATA training certificates, uniforms, airport entry passes, or “refundable” security deposits using UPI or QR code payments.

The scammers may conduct interviews over the phone or *WhatsApp* and send fake offer letters from *Gmail* accounts.

Jetstar does not:

- Operate in India
- Charge fees for employment, training, or onboarding
- Communicate job offers via *WhatsApp* or *Gmail*

The certificates used in this scam misuse IATA branding and are not legitimate. Genuine IATA certificates always include a verifiable QR code. The certificates used in this scam do not include a QR code.

If you are contacted about a Jetstar job and asked to make a payment, do not engage. It is recommended you block and ignore communication attempts.

Genuine IATA Training Cert	Certificate Issued by Vansh IATA Aviation
<p>How to verify an IATA Certificate issued after 1 September 2025</p>  <p>The image shows a genuine IATA Certificate of Completion for Amelia Earhart. It includes the IATA logo, a QR code, and detailed course information: 'CBTA Train the Trainer - Pilot', course duration from Sep 3, 2025 to Sep 5, 2025, location in Toronto, Canada, and instructor Neta Snood. A reference URL is provided at the bottom: <a href="https://www.iata.org/en/training/courses/validate-certificate/">https://www.iata.org/en/training/courses/validate-certificate/</a>.</p>	 <p>The image shows a fake certificate from Vansh IATA Aviation. It is titled 'VANSH IATA AVIATION CERTIFICATE OF APPRECIATION' and is issued to NIKHIL VITTHAL BAN and VITTHAL KRNATH. The course is 'Amadeus- Reservations and Ticketing' completed from 05-01-2024 to 05-04-2024. The certificate is signed by a person in Titan Aviation. A large red 'Fake' watermark is overlaid on the certificate. Logos for IATA, ISO, and Authorized Training Center are visible at the bottom.</p>

An example of a fake job offer letter is below:



Date: 02-12-2025  
To,  
Batch Code:- 64012  
Name:- NI [REDACTED]  
Father Name:- VI [REDACTED]

Subject: Welcome to Jetstar Airlines

Dear NI [REDACTED],

We are pleased to welcome you to Jetstar Airlines as part of our extended team through our partnership with ACS (Airport Career Services). Your skills, experience, and passion for aviation will be valuable.  
Your assignment with us will begin on 02-12-2025, and you will be working under the supervision of HR DIVYA SHARMA.  
Please report to below [location] at 11.00 am on your first day, and ensure you bring any necessary identification or documents as advised by your ACS.

Once again, welcome, and we look forward to a successful journey together.

**Location :-** In Manohar International Airport, Taluka Pernem, Mopa, Goa 403512 GOX, India

**JOB PROFILE:-** C.S.A (Customer Services Assistant)  
acsjetstarcareerservices@gmail.com **Email is NOT affiliated with Jetstar Airways**  
www.jetstar.com

**Employee Acknowledgement and Acceptance**

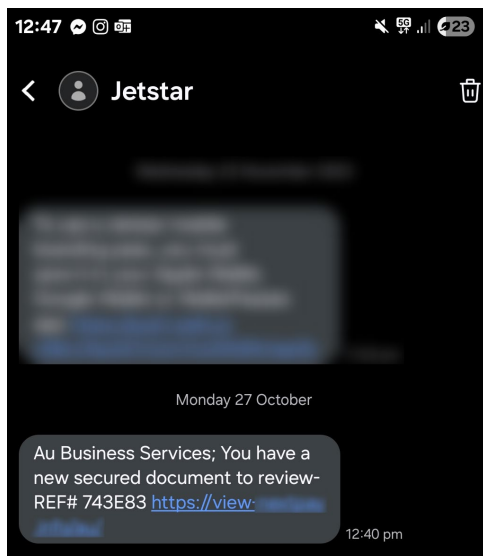
I [REDACTED] hereby acknowledge and accept the terms of this welcome

## Oct 2025 - Jetstar Document Review Scam

We have identified a SMS scam that falsely uses Jetstar branding to deceive customers and that they have been sent a new secured document to review.

The link attached to the SMS redirects to a non-Jetstar domain and is NOT affiliated with Jetstar Airways.

If you receive an SMS like this, do not provide any personal information or click on any links. Simply ignore and delete the message.

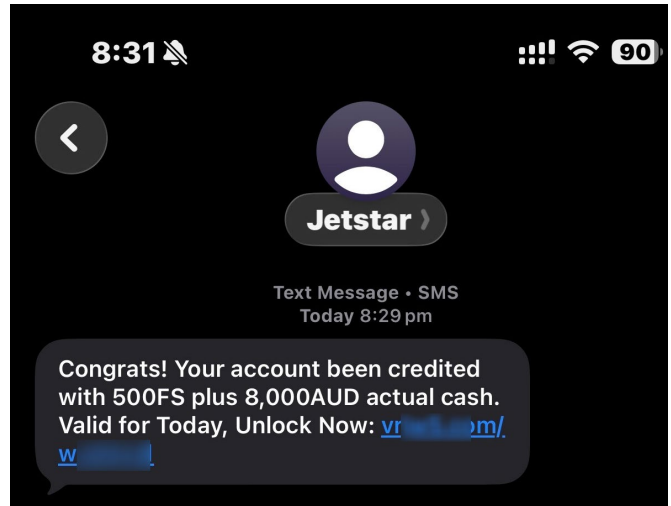
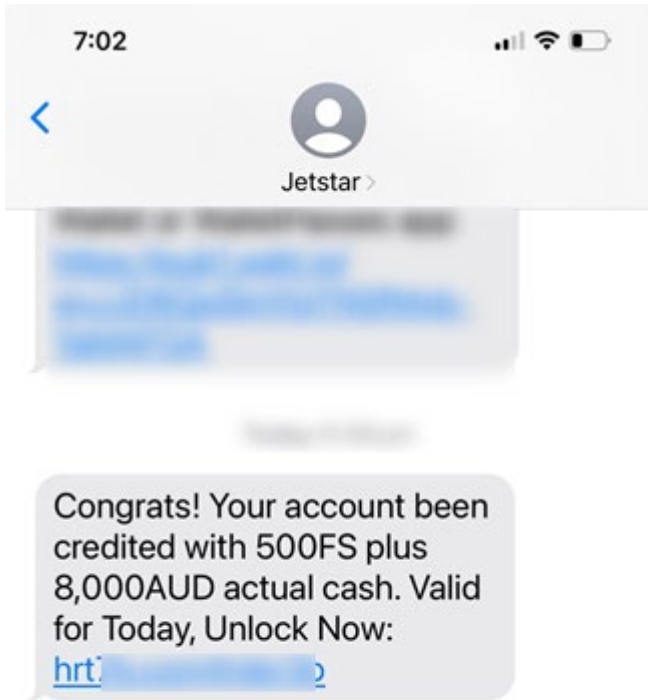


## Oct 2025 - Jetstar Cash Win Scam

We have identified a SMS scam that falsely uses Jetstar branding to deceive customers that they have won “500FS” and “\$8,000 AUD of actual cash”.

The link attached to the SMS redirects to a non-Jetstar domain and is NOT affiliated with Jetstar Airways.

If you receive an SMS like this, do not provide any personal information or click on any links. Simply ignore and delete the message.



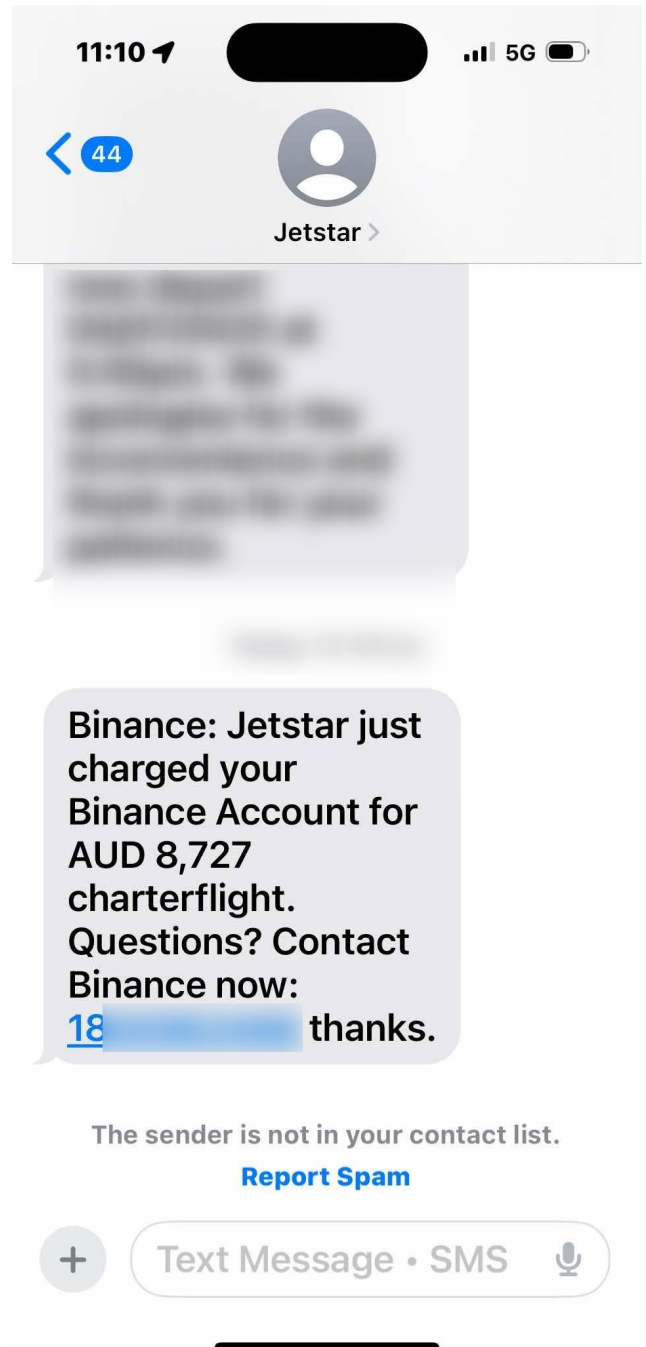
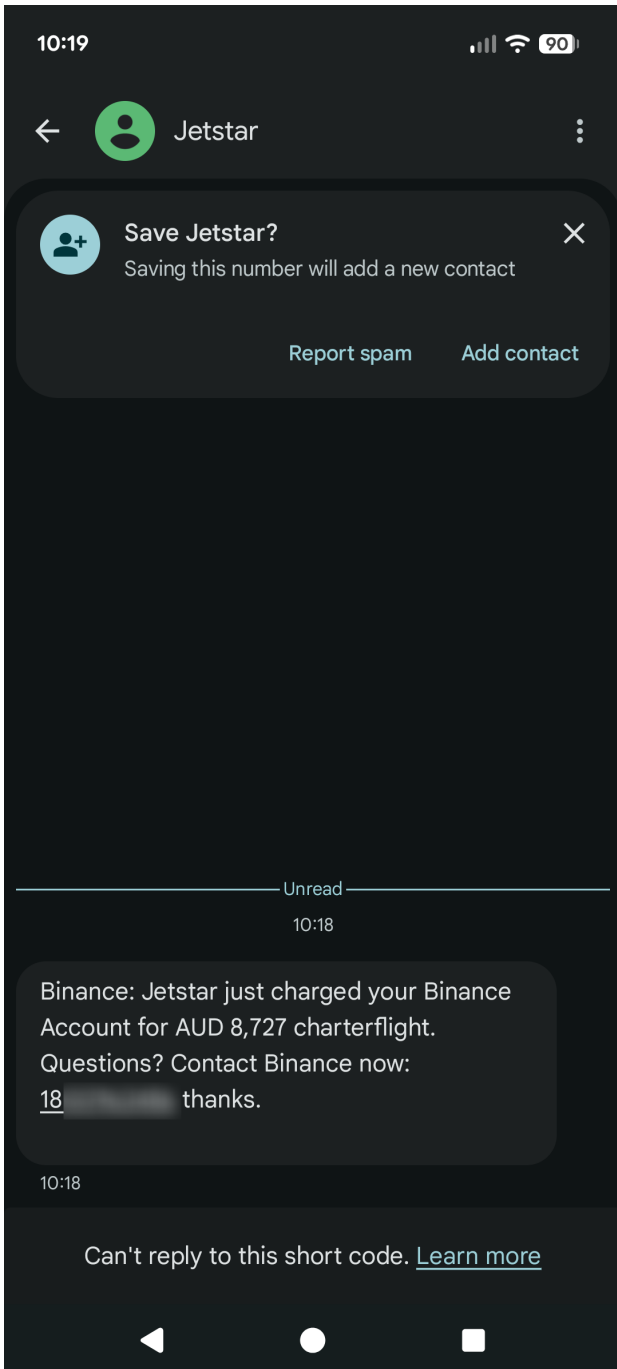
The sender is not in your contact list.  
[Report Spam](#)

## Oct 2025 - Jetstar/Binance Scam

We have identified a SMS scam that falsely uses Jetstar branding to deceive Binance customers that they have been charged for a charter flight.

The phone number referenced in the SMS is NOT affiliated with Jetstar Airways.

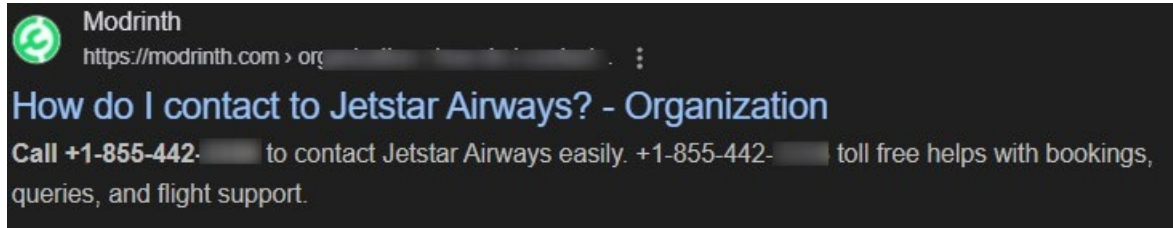
If you receive an SMS like this, do not provide any personal information or dial the number. Simply ignore and delete the message.



## Sep 2025 - Jetstar Customer Support Scam

We have identified multiple instances where scammers have been impersonating Jetstar. Scammers have published fake customer support phone numbers on legitimate sites and forums. These fraudulent listings claim to assist with Jetstar flight bookings and related services but were designed to steal personal and financial information.

An example of this scam is below:



If you wish to call Jetstar, please refer to our [official contact numbers page](#).

# May 2025 - Recruitment Offer Scam

There is a Facebook profile using the name "Jetstar Aviation Services PVT LTD" – this is NOT affiliated with Jetstar Airways. Customers have reported scam emails from "Jetstar Recruitment" using the Gmail address [info.jetstaraviation@gmail.com](mailto:info.jetstaraviation@gmail.com).

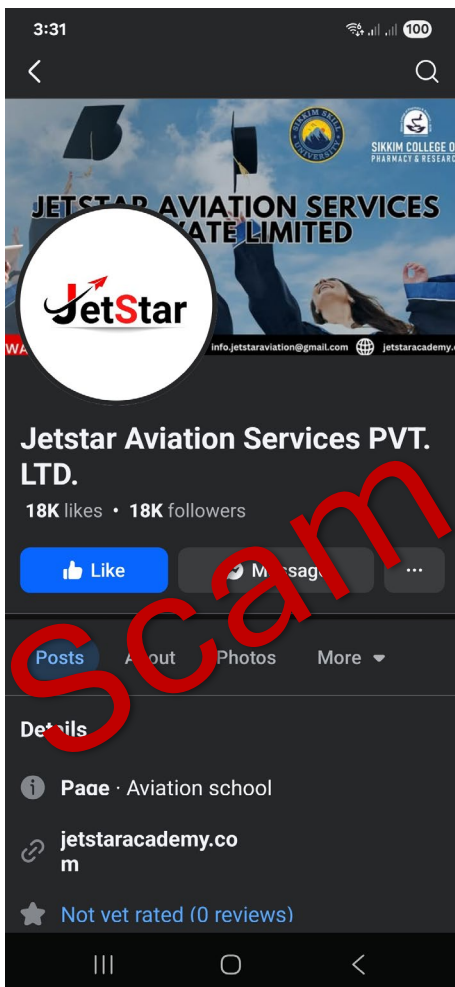
If you receive an email from this address, it is recommended you block, ignore and delete the email.

Further investigations uncovered job advertisements on:

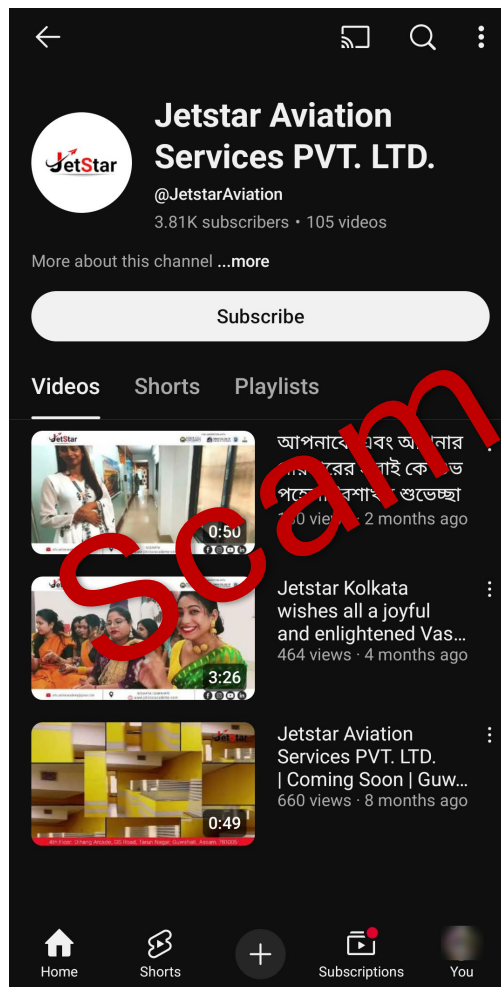
- Instagram
- Facebook
- YouTube
- Placementindia.com
- Fake website [jetstaracademy.com](http://jetstaracademy.com)

These jobs are NOT affiliated with Jetstar Airways.

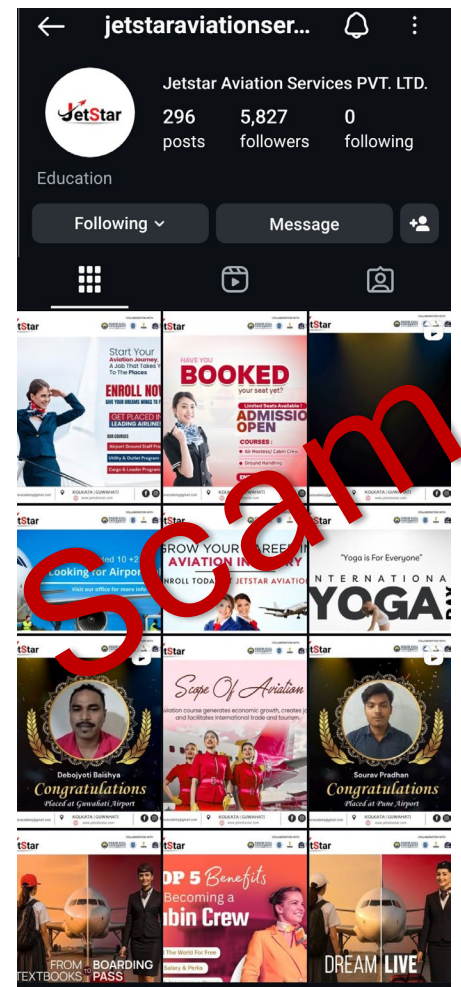
## Facebook



## YouTube



## Instagram



Official Jetstar pages for Facebook, YouTube and Instagram are as follows:

- Facebook: <https://www.facebook.com/JetstarAustralia>
- YouTube: <https://www.youtube.com/@jetstarairways>
- Instagram: <https://www.instagram.com/jetstaraustralia>

Found on <https://www.placementindia.com>

PLACEMENTINDIA Jobs Career Consultant Login Post Resume

Jobs > Top Employers > Jetstar Aviation Services Pvt. Ltd

Jetstar Aviation Services Pvt. Ltd  
Kolkata, West Bengal  
Write Review  
View Contact Enquire Now

4 Jetstar Aviation Services Pvt. Ltd Jobs and Careers

- Walk-in For Urgent Hiring Airport Staff For...  
Jetstar Aviation Services Pvt. Ltd  
0 - 2 yrs ₹ 3.5 Lac/Yr Airport Road Kolkata  
Good Communication Skills  
Apply
- Walk-in Hiring For Airport Ground Staff  
Jetstar Aviation Services Pvt. Ltd  
0 - 2 yrs ₹ 2.8 Lac/Yr Kolkata  
Aviation  
Apply
- Direct Walk-In For Ground Staff  
Jetstar Aviation Services Pvt. Ltd  
0 - 2 yrs ₹ 2.8 Lac/Yr Kolkata  
Aviation • Customer Service • Hard Working • Airport Ground Handling • Air Ticketing • Grooming • Ground Handling  
Apply
- Walk-in We Are Recruiting Student For Fli...  
Jetstar Aviation Services Pvt. Ltd  
0 - 1 yrs ₹ 2.3 Lac/Yr Kolkata  
Good Communication Skills • Team Coordinator  
Apply

### Fake website Jetstar Academy

jetstaracademy.com

Jetstar Academy

JOIN NOW

## May 2025 - Jetstar Advance-fee Job Offer Scam

This is a recruitment scam out of India that falsely uses Jetstar branding to deceive victims – these jobs are NOT affiliated with Jetstar Airways.

The scammers send fake offer letters and attempt to extort money by claiming a one-time fee is required to secure the job. The email address associated with this scam is [acsjetstarcareerservices@gmail.com](mailto:acsjetstarcareerservices@gmail.com). An example of the letter is below.

If you receive an email from this address, it is recommended you block, ignore and delete the email.



**Date:** 06-05-2025

**To,**

**Batch Code:-** JET11362LINE

**Name:-** [REDACTED]

**Father Name:-** MD [REDACTED]

**Subject:** Welcome to Jetstar Airlines

Dear [REDACTED],

We are pleased to welcome you to **Jetstar Airline** as part of our extended team through our partnership with ACS (Airport Career Services). Your skills, experience, and passion for aviation will be valuable.

Your assignment with us will begin on **06-05-2025**, and you will be working under the supervision of **HR KIRAN SHARMA**.

Please report to below [Location] at **11.00 am** on your first day and ensure you bring any necessary identification or documents as advised by your ACS.

A one-time consultancy privacy fee will be applicable as per ACS policy and should be settled prior to joining.

Once again, welcome, and we look forward to a successful journey together.

**Location :-** IN Netaji Subhas Chandra Bose International Airport is an international airport located in Kolkata, West Bengal, India, Rd, Dum Dum, Kolkata, West Bengal 700052, India

**JOB PROFILE:-** C.S.A (Customer Services Assistant)

[REDACTED];@gmail.com

www.jetstar.com

**Employee Acknowledgement and Acceptance**

I, [REDACTED], hereby acknowledge and accept the terms of this welcome letter. I am committed to fulfilling my responsibilities to the best of my abilities while on assignment with JETSTAR Airlines through ACS.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**For Airport Career Services Pvt.Ltd.,**

## Dec 2024 - Jetstar Fake Customer Support Scam

Scammers on X (formerly known as Twitter) are impersonating Jetstar customer support, attempting to lure customers by replying to posts and offering fake assistance. The goal is to steal personal or financial information. If you wish to interact with Jetstar on X, the official Jetstar account is **@JetstarAirways**

Jetstar is actively working with X to have these accounts removed.

Fake profiles include the below – it is recommended you DO NOT interact with any of these accounts



## Pre 2024 - Facebook site claiming to be Jetstar Australia giving away flights and cash

These sites were offering 'First Class flights and \$10,000 cash to 25 lucky people' if they commented, liked and shared the post to others on Facebook. These Facebook sites were not authentic Jetstar pages – there is only one [official Jetstar Australia Facebook page](#).



## Pre 2024 - Facebook site claiming to be Jetstar Australia giving away 30 free holidays

The page was offering to give away 30 free holidays to 30 secret unique destinations, by sharing a photo posted to the Facebook page. This Facebook site was not authentic – there is only one [official Jetstar Australia Facebook page](#).



## Pre 2024 - Facebook site claiming to be Jetstar Australia giving away tickets and spending money

These sites were offering '5 tickets each to 40 people for a 2 week trip to Sydney Australia in a 5 star hotel with \$4,500 spending money' if they liked and shared the photo and clicked on an external link. These Facebook sites were not authentic Jetstar pages – there is only one [official Jetstar Australia Facebook page](#).



Great news, we're giving away 5 tickets each to 40 people for a 2 week trip to Sydney Australia in a 5 star hotel with \$4,500 spending money..

To be entered to win all you have to do is the following:

1. LIKE and SHARE this photo!
2. To Claim Your Tickets Click the following link -->  
[http://\[redacted\]/jetstar/](http://[redacted]/jetstar/)

and that's it!

Good Luck , Jetstar



## Pre 2024 - Facebook site claiming to be Jetstar Asia giving away free tickets

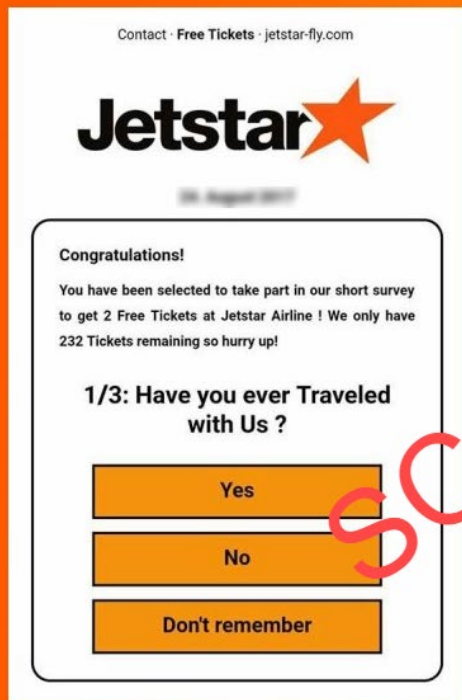
These sites were claiming to give away 2 free tickets if users registered their details on an external website. Users were also encouraged to like and share the post to others. These Facebook sites were not authentic Jetstar pages – there is only one [official Jetstar Asia Facebook page](#).



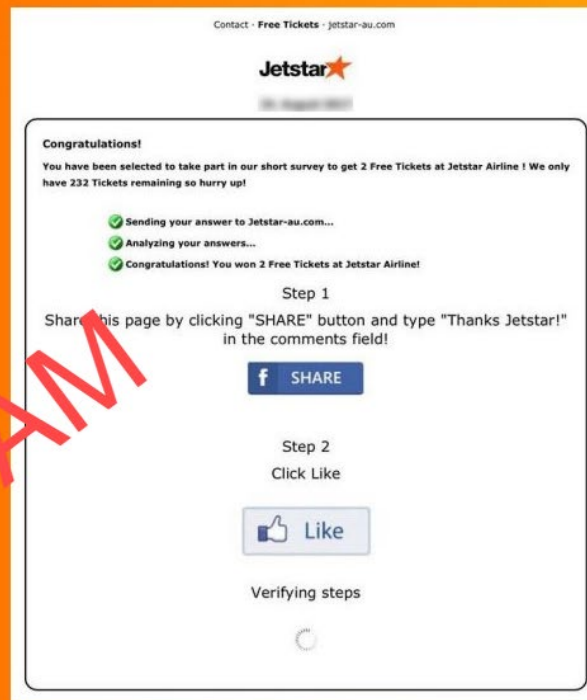
# Pre 2024 - Fake Jetstar webpages offering free tickets

Fake Jetstar websites were popping up claiming to offer free tickets to those who filled out a survey. The Jetstar Cyber team actively work to remove these websites as quickly as possible. It is always recommended to head to the official Jetstar webpage at <https://www.jetstar.com>

## Latest scams trying to steal money from Jetstar customers



Scam website: jetstar-fly.com



Scam website: jetstar-au.com

August 2017