

For Release: 10 March 2025

## ANZ urges Australians to stay alert for scammers impersonating trusted organisations following Ex-Tropical Cyclone Alfred

As Australians navigate the effects from Ex-Tropical Cyclone Alfred, ANZ urges customers and the community to stay alert to scammers impersonating trusted organisations through fake emails, text messages, or phone calls, aiming to exploit those impacted by the natural disaster.

Scammers are using increasingly sophisticated tactics, often taking advantage of crises by posing as banks, insurance companies, non-profit organisations, or disaster relief services to deceive those impacted into revealing personal information or making payments.

ANZ encourages customers to be vigilant against all types of scams and to always stop, pause, and carefully consider any unexpected request for personal information, especially during times of vulnerability.

ANZ Head of Customer Protection, Shaq Johnson said: "Scammers can disguise themselves as recovery support, manipulating those affected by the crisis into sharing sensitive information or making fraudulent payments under false pretenses.

"Staying vigilant and taking simple precautions can help safeguard your recovery journey and prevent further setbacks during an already challenging time. Since scammers thrive on urgency and uncertainty, a thoughtful pause can be your strongest defense against fraudulent activity.

"Those wishing to help should exercise the same caution when making contributions, ensuring their donations go to verified relief efforts that will genuinely assist those affected," Mr Johnson said.

### How to spot a scam:

- **Verify the source** – be cautious of calls or messages claiming to be from a bank or insurance company, claiming unusual account activity or urgent payment needs. If in doubt, verify the request using official contact numbers from the company's website, and ensure links begin with "https" and ends with a trusted domain like .org, .com, or .au.
- **Think before you click** – a legitimate organisation will never request personal information through a link in an email or text message and will always be accessible via an independent desktop search.
- **Be wary of fake charity appeals** – scammers may pretend to represent charities helping cyclone victims. Always verify the organisation by researching its official website or checking its registration on the [Australian Charities and Not-for-profits Commission](#) (ACNC) Charity Register.
- **Check grammar and spelling** – many scams contain poor grammar, spelling mistakes, or awkward phrasing that sound unnatural, clumsy, or difficult to understand. Legitimate organisations usually maintain clear and professional communication.
- **In a genuine ANZ call, SMS message or email**, we'll never ask you to:
  - Share sensitive online banking details (like passwords, PINs, ANZ Shield codes, token codes, or one-time passcodes for payment).
  - Click a link to log in to your account or type a particular website address into your browser.
  - Grant remote access to your computer, phone, tablet (or any other mobile device).
  - Transfer money to another account to keep it safe.
  - Join an online "chat" with an ANZ team member.

ANZ continues to work closely with other banks, industries, government and law enforcement to collectively address scam trends and stay ahead of scammers to protect Australians.

ANZ's customer protection teams and systems operate 24/7. Customers who believe they may have been a victim of a scam should contact us immediately, on 13 33 50 or visit us at <http://www.anz.com.au/security/report-fraud/> for more information.

For more information on types of scams and how to protect yourself visit <https://www.anz.com.au/security/>

On 5 March 2025, ANZ [activated a relief package](#) for customers who may be impacted by the effects of Ex-Tropical Cyclone Alfred. We urge customers who may be facing challenges to contact us early, so we can work with them to help support their individual circumstances. ANZ customers with ANZ Home and Contents Insurance who have been impacted may also be eligible for emergency support.

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