



Media Release

Corporate Communications
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ANZ supports SCAMwatch

ANZ has reaffirmed its commitment to the Australasian Consumer Fraud Taskforce, a group of government agencies and departments working to raise awareness of consumer fraud.

The "Fraud Fortnight" education campaign encourages consumers to report potential scams and visit the Taskforce's SCAMwatch website (www.scamwatch.gov.au) which contains information about scams and tips to help consumers protect their money and identity.

ANZ Group Managing Director, Personal Division, Mr Brian Hartzler said: "There's no room for complacency when it comes to security which is why ANZ continues to support important initiatives like SCAMwatch.

"ANZ has invested in cutting-edge fraud detection systems including credit card systems FalconTM and EagleTM, and internet banking fraud detection system FraudLink BillPayTM which reduced ANZ's internet banking fraud losses by 40 per cent in the first six months of deployment.

"However, we don't see any single technology as the total security solution. Rather technology is important in a layered approach to security which also includes raising customer awareness and working with the authorities to shut down scams," Mr Hartzler said.

In addition to investing in sophisticated technology and fraud detection systems, ANZ has taken a number of steps to reduce fraud and raise customer awareness including:

- Creating clear policies to avoid customer confusion including promising never to request customer account details through unsolicited email;
- Publishing security advice and tips on www.anz.com as well as in customer newsletters, on statements and ATMs; and
- Raising staff awareness to help them better assist customers.

Mr Hartzler encouraged consumers to visit www.scamwatch.gov.au for more information and tips about how to keep personal details and money safe, including:

- Don't provide your PIN or internet banking password to anyone if asked;
- Keep your anti-virus and firewall software up-to-date;
- Do not open emails or follow links to websites that may be suspect as these actions can provide opportunities to infect your computer;
- Immediately report loss/theft of documents such as Driver Licence, credit card or Passport;
- Always log on to Internet banking by typing in your bank's web address, eg: www.anz.com;
- Don't use public computers for Internet banking (eg. Internet cafes, libraries or hotels).

Fraud Fortnight 2008 coincides with International Fraud Prevention Month, an International Consumer Protection and Enforcement Network (ICPEN) initiative.

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