

News Release

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ANZ warns 'we don't use links' as another text message phishing scam spreads

ANZ NZ is warning customers to be aware of a new text message phishing scam, that exploits vulnerabilities in the aging 2G mobile phone network.

In the latest scam people have reported receiving a text message claiming to be from ANZ and asking them to click on a link to verify their account and personal information.

"The scammers are constantly looking for new ways to try to fool people" says Alan Thomsen, ANZ NZ's Head of Customer Protection.

"But our message remains the same. Don't click on the link, we don't use links. We will never send our customers text messages asking them to click on a link to log into Internet Banking or provide their customer information."

The text message may look like this.

Today 12:25

From ANZ : Your account is being checked for suspected fraudulent funds, your account will be frozen immediately, please click the link below to complete the verification: www.anznzz.com

In this latest scam, criminals are using devices known as SMS Blasters to bulk send text messages to people's phones.

An SMS Blaster creates a fake 4G or 5G network that forces a victim's phone to downgrade to the less secure 2G network, allowing scammers to send messages that look like they are from a bank.

"What all these scams have in common is they try to get customers to take action, by clicking on a link or divulging personal information. We just want to remind people to take a sec to check, particularly if contact is unexpected or suspicious, and someone is asking you for personal information."

The text message may appear to come from a 4-digit number ANZ has previously used to contact customers.

For the security of their information and devices:

ANZ Bank New Zealand Limited

ANZ Centre, Ground Floor, 23 – 29 Albert Street, Auckland 1010

- Customers should NOT click on any links and
- Should delete the message immediately.

“This is the latest spin on an old trick. And sadly, it won’t be the last” says Mr Thomsen.

“These phishing scams are a way for criminals to trick people into giving them personal and financial information.

“The fake website in the text message pictured above has been taken down. But it’s important for us all to remain vigilant as it’s likely this scam will be repeated.”

If any customers think they have been the victim of a scam, they should call ANZ immediately on 0800 269 296 (or +64 4 470 3142 from overseas, charges may apply).

Customers can also report these scam texts to the Department of Internal Affairs by forwarding the message to their free text number 7726.

ANZ will **never ask** customers:

- For their banking passwords, PINs, or two-factor authentication codes
- For their full credit card details
- To transfer money to a 'safe' account, purchase gift cards or set up a crypto currency account
- To download software or allow remote access to the customer’s device
- ANZ will never send you a text message and ask you to click on a link

To find out more about how to stay keep safe online, as well as scams to be aware of, people can go to anz.co.nz/banksafe.