



# Falcon tales

Foiled stories of fraud





## ANZ Falcon® technology

In the 12 months to June 2024, ANZ prevented customers losing more than \$120 million to fraud and scams, with ANZ Falcon® technology preventing over \$65 million in fraudulent digital and card transactions.

October is Cyber Security Awareness month, and ANZ is highlighting some of the ways in which ANZ Falcon® technology works to protect customers, and the areas in which fraudsters are targeting them.

Wherever you go, however you pay, if you're an ANZ customer, you're protected by ANZ Falcon® technology.

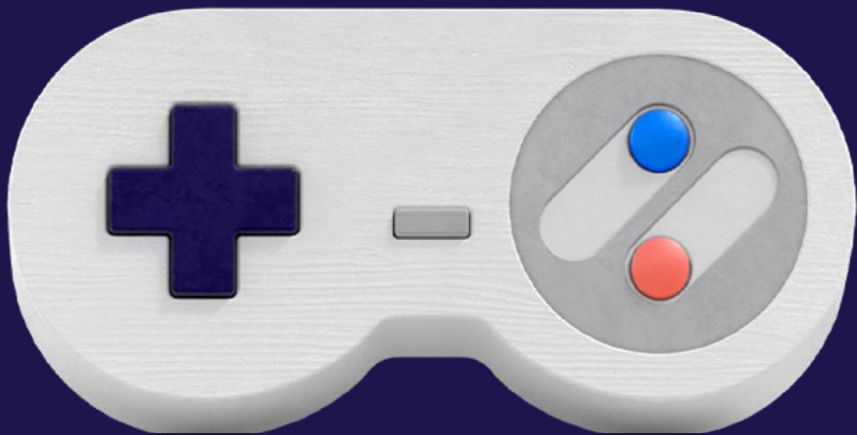
Enjoy the following Falcon tales.

## Falcon tale 1

# Digital entertainment

Aussies get their entertainment fixes digitally by downloading the latest crime thriller to read, streaming their favourite tunes, laughing at a popular rom com, or playing a new video game.

For fraudsters, the game is using our digital identity to commit fraud and scams.



ANZ Falcon® technology learns from thousands of data points so it can help spot the difference between you and fraud. In the 12 months to June 2024, **it prevented more than \$2.3m from being stolen to buy digital gaming, books, music and movies.** These are some of the retail categories fraudsters target the most.

**That's the equivalent of 192,000 streaming accounts\* and a whole lot of bingeing!**



\*( $\$12$  per month subscription)

## Falcon tale 2

# Travel

Aussies love a holiday – whether it's relaxing on a beach, camping in the bush or jumping on planes to roam the world.

While we relax and take a well-earned break, fraudsters are still working hard.



ANZ Falcon® technology provides 24/7 protection and has prevented more than **\$3.5m from being stolen in travel related expenses** in the past 12 months.

**That's the equivalent of 116,667  
pairs of \$30 flip flops.**





## Falcon tale 3

# Around the home

Aussies take pride in making their house a home. Whether it's adding some colour with a lick of paint, some fresh flowers or some new cushions.

While we spend our weekends shopping around for bargains, fraudsters are attempting to fill their baskets with our personal digital details, to steal our hard-earned shopping money.



ANZ Falcon® technology monitors millions of transactions every day and **prevented more than \$8.8m in fraudulent purchases being made on hardware supplies, electronic goods and from department stores** in the past 12 months.

**That's the equivalent of 88,000 tins of paint\*.**



\*( $\$100$  for 4L tin)

# ANZ Falcon<sup>®</sup> technology figures

Over the past 12 months to June 2024, ANZ Falcon<sup>®</sup> has prevented:



**6,663** attempts at defrauding customers to fund their Dating Services, money that was almost swiped.



**8,124** attempts at subscribing to Cable, Satellite and other Pay Television and Radio Services, money that was almost streaming out the door.



Last financial year, April saw the highest volume of attempted fraud with **25,657** transactions prevented, valued at over **\$5.8m**.

# ANZ Falcon<sup>®</sup> technology prevents fraud across Australia

**Suburbs where the highest number of prevented fraudulent transactions\* are:**

1. Melbourne, VIC
2. Baldivis, WA
3. Pakenham, VIC
4. South Yarra, VIC
5. Point Cook, VIC
6. Port Macquarie, NSW
7. Tarneit, VIC
8. Canning Vale, WA
9. Craigieburn, VIC
10. Berwick, VIC

North Perth had the highest value of prevented fraudulent transactions amounting to

**\$723,570**



**#1**

Melbourne is the suburb with the highest prevented fraudulent transactions

**Suburbs where the highest value of prevented fraudulent transactions\* are:**

1. North Perth, WA: **\$723,570**
2. Highton, VIC: **\$480,430**
3. Bankstown, NSW: **\$434,603**
4. Coopers Plains, QLD: **\$298,683**
5. Windsor, NSW: **\$286,596**
6. Bondi Junction, NSW: **\$236,996**
7. Essendon, VIC: **\$233,550**
8. Port Macquarie, NSW: **\$209,446**
9. Melbourne, VIC: **\$194,323**
10. Bunbury, WA: **\$190,469**

\* Location based on customer address for 12 months to June 2024

# Help protect yourself against fraud

While ANZ Falcon® technology is always watching for fraud, there are steps you can take to help protect yourself from fraud to help keep your money safe.

This Cyber Security Awareness Month, ANZ is encouraging Australians to have two or more authentication factors enabled across online accounts and devices, making it harder for someone to access personal accounts and information without the owner's knowledge.

## Multi-factor authentication (MFA) can include:

- A token that shows a time-sensitive PIN or code.
- Biometric scan of your face, fingerprint or eye.
- An authenticator app that generates random one-time PINs or codes for multiple accounts.
- A code you receive by text, email or a call.



Scan the QR code for instructions on how to activate MFA.

MFA reduces the risk of compromise by 99.22% across the entire population and by 98.56% in cases of data breaches.<sup>1</sup>

1. Meyer, L.A., Romero, S., Bertoli, G., Burt, T., Weinart, A., Ferres, J. L., 'How effective is multifactor authentication at deterring cyberattacks?', Microsoft, May 2023 <https://doi.org/10.48550/arXiv.2305.00945>.

# Other ways to protect yourself

Protecting yourself online doesn't have to be hard. There are simple things you, your family, friends and colleagues can do to improve your cyber security.

- Pause before you share personal information or act on a request.
- Activate multiple layers of security and use strong passphrases.
- Call out and report any suspicious messages or scams.
- Turn on automatic software updates.
- Lock or cancel your card via the ANZ App if it's lost, stolen or you think it's been compromised.
- Keep card details and one-time passcodes secure and don't share them with anyone.
- Research any online stores before making purchases with your card.



# What to do if you've been a victim of fraud or scam

1. Message or call your bank.
2. If your debit or credit card is lost or stolen report it to your bank.

For ANZ customers, the easiest way to do this is via the ANZ App.

3. If you've suffered a loss of personal information or money, please report it to the police through *ReportCyber* or *ScamWatch*.

For more information visit:

<https://www.anz.com.au/security/report-fraud/>

