



Media Release

Corporate Communications

100 Queen Street

Melbourne Vic 3000

www.anz.com

Embargoed: 12:01am, 27 February 2006

ANZ supports consumer fraud education campaign

ANZ today gave its support to the Australian Consumer Fraud Taskforce's ScamWatch public education campaign designed to reduce the incidence of consumer fraud.

ANZ's 2005 financial literacy research found that while investment fundamentals are understood with 89% of people knowing high returns equal high risk, investors were potentially susceptible to misleading claims with 46% indicating they would invest for "well above market rates and no risk".

With the emergence of cyber-crime and new fraud schemes and scams, ANZ Group Managing Director Personal Mr Brian Hartzler said it was the right time for a concerted effort to raise awareness of potential scams and the action consumers should take to guard against fraud.

"We have a shared responsibility with our customers to take steps to minimise the possibility of fraud," he said.

In recent years ANZ has taken a number of steps to reduce fraud and raise awareness among customers including:

- investing in sophisticated fraud detection systems including the Falcon and Eagle systems for credit cards
- creating clear policies to avoid customer confusion including promising never to request customer account details through unsolicited email
- publishing security advice and tips on anz.com, in customer newsletters and on statements and ATMs
- raising staff awareness to help them to better assist customers.

Mr Hartzler added: "We are also supporting ScamWatch through additional ATM, statement and website messages to build awareness among our customers of this important initiative."

ANZ, the Australian Bankers' Association and the Australian Consumer Fraud Taskforce recommend the following precautions for consumers to help protect their identity and money.

- Don't provide your PIN or Internet banking password to anyone if asked.
- Delete spam and scam email – if the offer sounds too good to be true – it probably is.
- Keep your anti-virus and firewall software up-to-date.
- Always log on to Internet banking by typing in your bank's web address (ie. URL).
- Don't use public computers for Internet banking (eg. Internet cafes, libraries or hotels).

For media enquiries contact:

Kim Gilliland

Media Relations Manager

Tel: 03-9273 4934 or 0408-400 730

Email: gillilak@anz.com