



# Media Release

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## ANZ supports fraud education campaign

ANZ is joining forces with the Australasian Consumer Fraud Taskforce, a group of government agencies and departments working to raise awareness of fraud through the SCAMwatch campaign which is focused on identity fraud this week.

ANZ Group Managing Director Personal Division Mr Brian Hartzer today said: "ANZ is committed to protecting our customers and staff against identity fraud, and as part of this commitment we are supporting the Taskforce's SCAMwatch campaign.

"ANZ has put in place 24-hour fraud detection systems to help combat credit card and Internet banking fraud," Mr Hartzer said. "However, knowing how to protect your banking and financial identity and being wary about scams remain the most effective way for consumers to avoid falling victim to identity fraud."

ANZ has taken a number of steps to reduce fraud and raise customer awareness including:

- investing in cutting-edge credit card fraud detection systems including Falcon™ and Eagle™ and Internet Banking fraud detection system FraudLink BillPay™;
- 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](http://www.anz.com) as well as in customer newsletters and on statements and ATMs; and
- raising staff awareness to help them better assist customers.

Mr Hartzer encouraged consumers to visit [www.scamwatch.gov.au](http://www.scamwatch.gov.au) for more information and tips about how to keep personal details and money safe.

ANZ encourages consumers to follow these simple recommendations from SCAMwatch:

- 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;
- Report any loss or theft of documents such as Driver Licence, credit card or Passport immediately;
- Obtain a copy of your personal Credit File to check on the status of your file;
- Keep tax records and other financial documents in a secure place;
- Cancel all unused or dormant accounts that you may have;
- Always log on to Internet banking by typing in your bank's web address, eg: [www.anz.com](http://www.anz.com);
- Don't use public computers for Internet banking (eg. Internet cafes, libraries or hotels).

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