

# Westpac urges customers to protect themselves against online scammers

**WESTPAC CONTINUES TO TAKE** action to protect its customers against fraud and remind them of actions to take to protect themselves.

"A scam email is circulating that claims to be from Westpac and asking for internet banking and personal details," said Westpac Vanuatu General Manager, Stuart Beren.

"We again remind customers that Westpac will never send you such an email and will never ask you to send or relay personal information online – if you receive one of these emails purporting to be from Westpac, you can be assured it is a hoax."

Westpac reminds customers to:

- Never respond to emails asking you to share personal details or enter personal information online. Westpac will never send emails of this kind.

- Always use a secure system when conducting internet banking transactions and keep your internet security software up-to-date.

- Keep passwords secret – do not provide them to anyone – not even Westpac staff should know your passwords.

- Beware of contact on social media from people you do not know, and never provide your bank account number or details to strangers.

- Regularly change your passwords and PIN, and report any suspected scams or fraud to the police or Westpac immediately.

What Westpac says it is doing to help protect its customers:

- Westpac uses the best available technology in order to protect the security of its internet banking system.

- The bank have investing

heavily in new 'anti-skimming' technology, including software and hardware on ATMs together with PIN shields that make it difficult for a camera to pick up a PIN number.

- Westpac continues to closely monitor its customers' accounts, querying transactions that seem out of the ordinary and putting a stop on accounts/cards where fraud is suspected.

"If customers are in doubt about anything – transactions on their account or email correspondence they receive that carries the Westpac name – they should contact us immediately," Mr Beren said. "Any suspected scams or fraud also needs to be reported to the Police or Westpac immediately."

The Westpac call centre number is 22084 and to find your closest branch visit [www.westpac.com.vu](http://www.westpac.com.vu)

Example of scam emails currently circulating in Vanuatu. Report emails like this immediately – Westpac will never send an email of this kind.

**From:** Westpac Banking Corporation. [\[mailto:customerservice@westpac.vu\]](mailto:customerservice@westpac.vu)  
**Sent:** Tuesday, 5 April 2016 5:47 AM  
**Subject:** Messages & Alerts: 1 new message!

Our Valued Customer,

We noticed multiple invalid logon attempts and we have placed a temporary

hold on your Online banking access confirm your Account Activity.

We do all we can to protect your account from unauthorised access.

[Click Here To View Account activity](#)

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