

# SCAMS AND FRAUD

## HOW-TO GUIDE TO HELP KEEP YOUR MONEY SAFE



### HAVE YOU BEEN SCAMMED? HERE'S WHAT TO DO

1. Call us immediately on +678 26355 (Monday to Friday, 8:00am - 5:00pm)
2. Stop communicating with the scammer. Block their number or email address.
3. If you think your card details are compromised, block or cancel your card by calling us immediately. Review your account activity to make sure you made every transaction.
4. Change your passwords. Use a different device that's not at risk of being hacked by the scammer, or contact the relevant company for help if your accounts are locked.

#### Make sure you also:

- Ask a trusted family member or friend for help and support.
- Report the scam or fraud to any other financial providers or banks you use and the Police if relevant.



### OUR TOP TIPS TO HELP PROTECT YOUR MONEY

1. Be wary of unexpected phone calls, as scammers pretend to be from legitimate organisations. Contact the organisation on their publicly listed phone number to see if it's a genuine call.
2. Never click on links or download attachments in unexpected emails, texts, or social media messages.
  - Be mindful if you expect an invoice to come through, as they can be intercepted by scammers. It's best practice to contact the company or person to confirm they sent the invoice and that the bank details are correct.
  - Delete unsolicited emails or messages from people or organisations you don't recognise.
3. Don't access your ANZ Internet Banking by clicking a link. Always type the full address [www.anz.com/vanuatu](http://www.anz.com/vanuatu) into your web browser.
4. Never share or confirm your passwords, credit card details, ANZ Internet Banking or ANZ Pacific App login details in response to an unexpected phone call or through a link in an email or text.
5. Never give someone remote access to your devices or let them convince you to download or install software.

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VISIT THE ANZ PROTECT YOUR  
BANKING PAGE TO STAY UP-TO-DATE  
WITH THE LATEST SCAMS,  
[ANZ.COM/VANUATU](http://ANZ.COM/VANUATU)

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## COLD CALL SCAMS

When you're contacted unexpectedly and asked for personal details, which could give the scammer access to your money.

### COMMON SIGNS OF THIS SCAM

The scammer may say to keep your accounts and money safe you need to:

- Transfer money to another account.
- Give them personal or bank information, like credit card details or an Online Purchase Verification code.
- Verify a suspicious transaction on your account or they'll inform you about a refund.
- Have cash, cards, and PINs ready for them to pick up from your home.
- Help catch hackers or bank staff involved in fraudulent activity by transferring funds to Vanuatu or offshore accounts.
- Set up a cryptocurrency account or other types of accounts.

### TOP TIPS

- Hang up if unknown callers ask for personal information.
- If you think the request might be genuine, phone the organisation back on their official, publicly listed number.
- Always say no if you're asked to buy pre-loaded debit cards, gift cards, cryptocurrency, iTunes cards, or use third-party money transfer agencies.



## REMOTE ACCESS SCAMS

When someone gains access to your device (i.e. smartphone, tablet or computer), it could allow them to access your ANZ Internet Banking or ANZ Pacific App, steal your personal details or any data saved on that device, or impersonate you.

### COMMON SIGNS OF THIS SCAM

Scammers will phone, text or email to say:

- There's a problem with your internet connection.
- Your device has an issue or needs maintenance.
- You're being hacked, and they can help stop it.
- They've seen unauthorised transactions and can help stop it. Scammers might even provide step-by-step instructions or offer to walk you through the process, including logging into your ANZ Internet Banking or ANZ Pacific App.

### TOP TIPS

- Never give strangers access to your devices.
- Never save your ANZ Internet Banking passwords or login details to the browser.



## PHISHING SCAMS

When someone tries to trick you into giving them information or money, usually via text or email.

### COMMON SIGNS OF THIS SCAM

- A call to action, like 'pay your bill' via a link.
- A sense of urgency or pressure to act quickly, such as 'your accounts have been locked'.
- Poor spelling and grammar, including typos.
- Incorrect sender email addresses or an email address that doesn't look right.
- Texts sent from overseas phone numbers.
- Messages that ask you to 'confirm' or 'verify' account information which could be 'stolen', 'lost', or requires 'updating'.
- Links to fake websites that look real and attachments that could download a virus onto your device.

### TOP TIPS

- Don't click links in unexpected texts or emails.
- Ask a trusted family member or friend if you're not sure, or call the company on its publicly listed number to check if it's real.



## CARD FRAUD

When someone steals and uses your card or its details. Note, scammers don't need your physical card to make fraudulent transactions.

### YOU MIGHT NOTICE:

- Unexpected emails, text messages, or cold calls where you're asked for your card details.
- Your transactions show unusual or unfamiliar transactions at stores or locations you don't recognise.

### TOP TIPS

- Review your account activity regularly to make sure you made every transaction.
- Keep your PIN a secret. Never write it down and make sure it's hard to guess.
- Don't provide your credit card number, expiry date, CVV code, and/or Visa Secure codes to someone who calls, emails, messages (including via social media), or texts you. This includes automated voice messages saying you have an unexpected charge or refund on your account.
- Use a different PIN for all your cards, ANZ Pacific App.
- If your card is lost or stolen, contact us immediately to block or cancel your card. You can do this by calling us, or visiting your nearest branch.



## INVESTMENT SCAMS

When you're invited to invest in a fake money-making opportunity or looking to invest.

### COMMON SIGNS OF THIS SCAM

You're offered an opportunity to:

- Purchase shares in a company.
- Invest funds in a term deposit.
- Invest in foreign exchange.
- Invest in gold or other precious metals.
- Invest in property.
- Buy cryptocurrency.

There is usually urgency behind the offer, with the scammer pushing you to act quickly so you don't miss out.

### TOP TIPS

- Before investing money, thoroughly research the company, the investment opportunity, and the people behind it. Look for information from independent sources, including regulatory agencies, financial analysts, and reputable news outlets.
- Before making any decisions, consult a licensed financial adviser or investment professional.
- Remember, if an investment opportunity sounds too good to be true, it probably is.

### PROTECT YOUR MONEY

Be very sceptical if the investment opportunity comes from:

- A company that isn't registered with regulatory agencies or doesn't provide clear and transparent information.
- An unexpected phone call, social media posts or social media chat seeking a relationship, and ultimately asking for money or to invest.

Be wary if you're contacted to get your funds back from previous investments.



## ROMANCE AND FRIENDSHIP SCAMS

When someone tries to gain your trust and trick you into giving them money.

### COMMON SIGNS OF THIS SCAM

If you've met someone online, they may:

- Quickly profess their admiration or love for you.
- Have a heart-wrenching story or compelling reason to borrow money – often small amounts to begin with.
- Constantly have excuses why they can't meet in person.
- Claim to be working overseas.
- Have their camera off or image blurred if you video call.


### TOP TIPS


- Romance scams can happen to anyone, so it's important to be cautious when interacting with people online.
- Talk to a trusted family member or friend if you feel uneasy or unsure about requests from an online acquaintance or partner.





# TOP TIPS SUMMARY


Put this summary on your fridge or near your computer.


**TIP 01** Talk to a trusted family member or friend 


**TIP 06** Don't be pressured into quick decisions 


**TIP 02** Hang up if unknown callers ask you for personal information 


**TIP 07** Protect your banking information and devices by using unique passwords and PINs. Never save your customer number, passwords or PINs to your browsers or devices. 

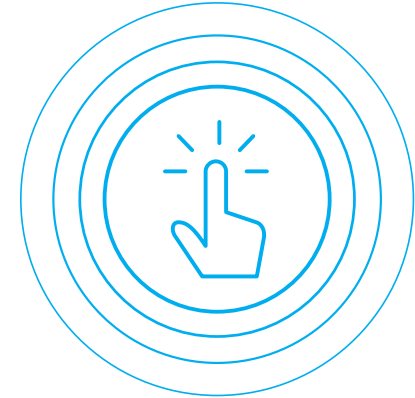
**TIP 03** Don't click links on unexpected texts or emails 

**TIP 8** Verify all requests for personal details or money - contact the company on their official number 

**TIP 04** Never give strangers access to your devices 


**TIP 09** Regularly check your transactions 


**TIP 05** Have a secret family code word to check if it's really your loved one 



Have you been scammed, or want to find out more about scams and how to protect your money?

 Visit [anz.com/vanuatu](https://anz.com/vanuatu)

 Monday to Friday, 8:00am - 5:00pm (excluding public holidays)  
Call +678 26355

 Visit any branch

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