



Northern Territory Government

Department of Justice

MEDIA RELEASE

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SCOTT LANYON Commissioner of Consumer Affairs

WARNING OVER FAKE WESTPAC E-MAIL

Westpac customers in the Northern Territory are urged to avoid responding to an e-mail being circulated throughout the NT.

The e-mail purports to be from the Westpac Support Centre and asks Westpac customers to follow several links to "update their personal banking details".

The customer's personal details, including secure log-on codes, are then obtained and fraudulent withdrawals are undertaken on individual's accounts.

Westpac's Customer Support Centre in Melbourne today advised that its organisation never communicates with Westpac clients via e-mail.

A spokesman said: "This is a fraudulent attempt to obtain personal banking details of our clients and could result in unauthorised access to their accounts."

Consumer Affairs Commissioner Scott Lanyon said those involved in the scam had inadvertently forwarded the e-mail to Consumer Affairs' generic e-mail address.

"It appears our consumer e-mail address has been picked up in a group e-mail being sent out by these fraudsters," he said.

"The majority of banking institutions do not communicate with their clients via email given the potential for interference from criminals.

"Banks tend to utilise direct mail or their toll free telephone systems to relay a message."

The Commissioner urged all Westpac clients in the NT to delete the e-mail.

Those who may have accessed the e mail and completed the instructions should contact their local Westpac branch immediately to advise of the security breach.

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