



Media Release

Consumer and Business Affairs

2 June 2005

Commissioner warns on bogus emails to on-line bank customers

Consumer Affairs Commissioner Richard O'Sullivan is warning consumers about scammers who represent themselves as major banks, requesting personal account information.

Using the corporate identities of major banks in Australia and overseas, emails requesting account numbers and PIN numbers have been received by large numbers of Territory residents.

Mr O'Sullivan said "Your bank will never ask you for sensitive account details via an email.

"As banking online and telephone banking is developed for bank customers, criminals are also hard at work trying to find 'cyber' ways to defraud people of their money".

He said "A good rule of thumb is to never respond to emails or phone calls asking for your personal banking information. Consumers should deal directly with their bank, in person.

Looking legitimate, these bogus sites have the potential to allow the scammers to operate an account as if it was their own, if consumers provide the information they are asked to enter into a 'log on' panel on the email".

Mr O'Sullivan said "Do not be fooled by their warnings that your account will be closed if you fail to confirm your details, instead send their shonky email to us".

- Never give personal information to people contacting you claiming to be from a bank.
- Never respond to emails or 'click' on links provided in emails. Always manually type in your bank's web address or use your own address book;
- Responding in any way, even to tell them what you think of them, confirms your active email address and you can expect more fraud attempts and spam;
- Report suspicious calls and emails to Consumer Affairs on telephone 1800 019 319 or send to consumer@nt.gov.au,

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