



HELPING YOU STAY SAFE FROM SCAMMERS

Westpac Indigenous Call Centre

 1800 230 144

Please note: Aboriginal and Torres Strait Islander people should be aware that this content may contain images of deceased people.



Acknowledgment of Traditional Owners.

Westpac and its representatives acknowledge the traditional owners and people of the land on which we meet, paying our respects to elders both past and present.

We also acknowledge and pay our respects to those who identify as being Aboriginal and Torres Strait Islander and recognise the diversity of Indigenous peoples, countries and cultures in Australia.

As Australia's 1st bank, we acknowledge our role in supporting an inclusive and diverse nation where all our cultural backgrounds are recognised and respected.

Acknowledgement to Sir Alfred Davidson.

This guide is from Westpac's financial education specialists, continuing the legacy of Sir Alfred Davidson in helping you create a better financial future.

A pioneer of financial education, Davidson was the General Manager of the Bank of New South Wales (now Westpac) from 1929 to 1945.

His forward-thinking approach helped form Australia's economic policies which supported many people through the Depression.

Are you missing some money?

Is your money just not adding up? Are you not sure where your money has gone? Maybe you have been scammed!

A scammer can be tricky to spot.

They will often ask you for your personal details or bank details, or even to send them money. Scammers could even pretend to be someone that you know and trust to get your information.

Be aware. Protect you and your family.



Example.*

Peter just got a phone call from his bank, Westpac. They wanted to review his banking and asked him to share his bank details including his customer number and password.

✓ What should Peter do?

The person on the phone might say they are from Westpac but Peter **SHOULD NOT** share his bank details over the phone. Westpac will **never** contact you to ask for your bank details.

Example.*

Kirra was going through her emails. One of the emails is from the Australian Tax office (ATO) saying that they owe her some money. For a small cost they will send her the money.

✓ What should Kirra do?

If it sounds too good to be true, it probably is a scam. Kirra should delete the email. It is a scam to get her personal details. Kirra could also log on the ATO website to check her details and any actions required.

Example.*

Michael just got a SMS text message on his mobile phone. It's from a well known supermarket chain telling him to click on a link, to win a \$500 gift card. He wonders how they got his mobile number.

✓ What should Michael do?

Don't click on the link. Delete the message. It's a scam to get personal details.

6 tips to help keep you and your money safe

1. Keep your phone and computer safe. Always sign out.
2. Don't click on any links in SMS text, social media or emails if you are not sure or are not expecting a message from this business.
3. Choose hard or tricky passwords and change them often.
4. Don't share your personal details or bank details with anyone.
5. Hang up on unknown callers.
6. If you think it is too good to be true, it probably is a scam.

Who can help?

- ✉ Forward any suspected scam emails to: **hoax@westpac.com.au**
- ✉ Forward suspicious text to: **0497 132 032**
- ☎ Contact Westpac Indigenous Call Centre team on **1800 230 144**



WE'RE HERE TO HELP

Westpac Indigenous Call Centre

 **1800 230 144**

 **westpac.com.au/indigenous**

