

Internet security checklist

Identifying hoax emails

- Be wary of emails from people you don't know or trust. Delete any emails you think are suspicious. Delete the email from your 'Inbox', and delete it again from your 'Deleted' folder, or 'Sent' folder if you have forwarded on the email
- Never click onto a link or an attachment in an email, obtained from a source you don't know or trust
- Never click onto a link in an email to go to your Internet sign-in page. Genuine emails from Westpac now do not contain any links to our internet banking
- Never provide your personal or security details, including customer ID or passwords, in response to any email – even if the email looks like it has come from Westpac or another organisation
- Always access Westpac Internet Banking by typing www.westpac.com.au into your browser
- Always scan any new programs or files for viruses before you open, install or use them

Using Internet Banking

- Always access Westpac Internet Banking by typing www.westpac.com.au into your browser and selecting Online Banking
- Confirm that your data is encrypted by ensuring a symbol of a lock appears at the bottom right hand corner of the browser
- Check your last sign-in date and time (at the top of the screen) whenever you sign into Internet Banking to make sure it is correct
- Always check your statements for any transactions that look suspicious
- Always select Sign Out from the Internet Banking menu when you complete your banking
- Close your internet browser after signing out at the end of each Internet Banking session
- Always memorise your password; use a number or word that you can easily remember, but which is difficult for others to guess

- Identifying hoax emails
- Using Internet Banking
- Protecting your computer

- Never disclose your passwords to anyone including family or friends. Do not write it down or store it on your computer
- Change your passwords regularly

Protecting your computer

- Always make sure you have the latest anti-virus and firewall protection on your computer. (This must be updated regularly). We recommend you do not use Westpac Internet Banking until you are sure your anti-virus protection is up to date
- Regularly scan your PC with your anti-virus software
- Try to avoid using shared computers (eg at an Internet cafe) as you may be unable to check whether the latest anti-virus has been installed