BANK SECURELY WITH WESTPAC.

You play a key part in keeping your Online Banking and account information secure. Here's some tips on how you can stay safe.

Five warning signs of a scam

Have you been...

1. Asked to share any personal or security details such as your bank account number, Online Banking password or Security Code, or credit card information?
2. Threatened or are feeling under pressure to make a decision, or being instructed to lie to your bank?
3. Asked to download software to share access to your device or computer?
4. Asked to transfer money to another account to "keep it safe", to buy gift cards or to assist with an investigation?
5. Offered a deal that seems too good to be true?

If you answered **"yes"** to any of these questions, it could be a scam.

How you can stay safe - If you receive a suspect call, email, SMS or online message:

Stop

- Take a few deep breaths - rather than instantly clicking a link or responding to a request
- Don't give money or personal information to anyone if unsure.

Think

- Ask yourself, could the message or call be fake?
- Verify with someone you trust or contact the person or organisation the message claims to be from on a publicly sourced number.

Protect

- Delete the concerning email or SMS, hang up on a strange caller and block their phone number
- You can report suspect transactions online or via the Westpac App. Visit **westpac.com.au/report** for more information.

How we keep you safe

We take the protection of your personal and financial information very seriously. We have rigorous security measures in place, as well as security teams working to protect your details and accounts. Our Fraud and Scams teams are monitoring 24/7 for any suspect activity, using industry best practice security and fraud detection techniques. For more information on Fraud and Scams, please visit **westpac.com.au/security**

Westpac Verify with Confirmation of Payee

When you're adding a new payee using BSB and account number, we'll review the account details that you've entered and look for any potential mismatches.

Digital Card with Dynamic CVC

Use your digital card for greater protection when you're shopping online or over the phone. Your CVC (3 digit security code) refreshes every 24 hours in the app, reducing the risk of fraudulent card activity by over 50%.

Westpac SaferPay

If we suspect you're making a payment to a potential scammer, we'll prompt you with a few quick questions to get more information. Answer honestly, and this will help us pinpoint and block a potential scam transaction.

Security Wellbeing Check

Take the Security Wellbeing Check in the Westpac App to get recommendations on how you can enhance the safety of your Online Banking for additional protection.

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