

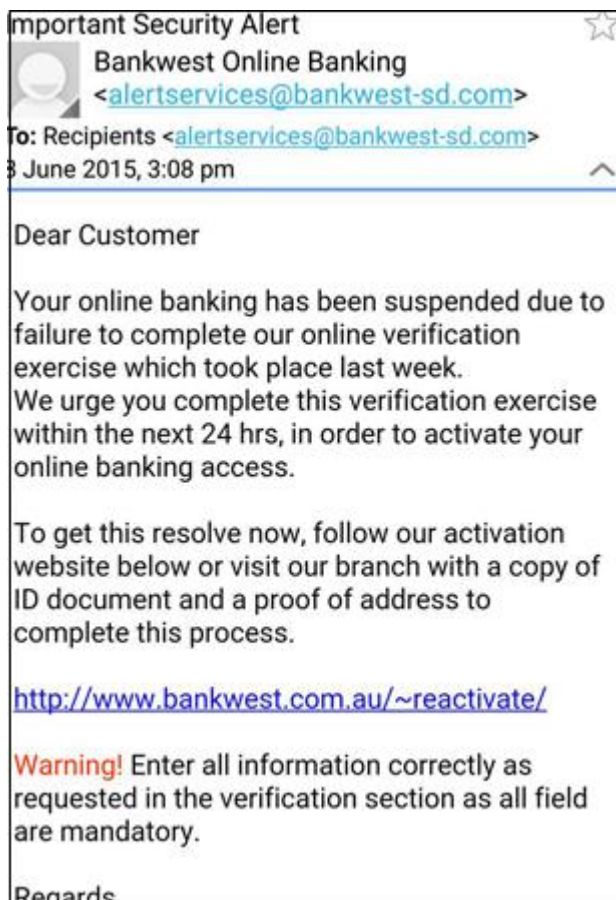
# 2015 scams

## Email scam – account reactivation

Watch out for emails in your inbox pretending to be from Bankwest, advising you that you need to activate your banking access.

What to look out for

- A generic introduction instead of your actual name. e.g Dear Sir or Hello customer.
- A source email address that looks unfamiliar, suspicious or unprofessional.
- A request for sensitive or personal information like your home address, contact number, banking details or password.
- Scare tactics to pressure you into making a quick and potentially risky decision.



## Malicious virus alert - unusual OBB content

We have detected computer viruses displaying unexpected messages and attempting to capture customer details.

What to look out for

- New pages warning of delays to logging on and asking you to re-enter your security token code.
- New pages advising of technical issues such as the example below.
- Pages requesting your credit card expiry and CCV number (3 digit card code).
- Pages requesting your mobile phone number and other personal information.

### FRAUDULENT LOADING PAGE



### FRAUDULENT CUSTOMER DATA GATHERING PAGE

