abal banking

1 May 2020

To our valued customers,

Malicious cyber scammers are actively targeting individuals and Australian organisations with COVID-19 related scams and phishing emails. Scammers rely on human emotions like fear and urgency to create panic among people and entice them to take unwanted action.

Here are few cyber security tips which can help you to be cyber safe:

- Be suspicious of the emails sent to you in general. Check who the sender is and their email address and what they want you to do. Scammers always try to show urgency or establish a basis for fear and panic and want you to take some action.

- Considering the current frequency of correspondence due to COVID19, scammers might send you an email:
  - Portraying themselves as health advisors, or individuals from any Government institute.
  - Providing you with Coronavirus prevention instructions via attachment.
  - Providing information relating to virus testing kits or locations where to get the test done.
  - Advising of requests for information or approvals of loan relief, refunds and any payments to be credited directly to your account - thereby asking you to confirm or provide details.

- Be alert to email addresses that look deceptively similar – for example, arabank.com (there is a “b” missing) or arabbanc (misspelt).

- Make monitoring activity on your financial and debit/credit card accounts part of your routine. Report any anomalies immediately to the phone number provided on your card or at www.arabbank.com.au/security/accounts.

- Scammers may use other means of communication like phone calls for fraud. Always ask questions and do not confirm or provide any personal information over a telephone call, especially not if an unknown person calls you and asks for personally identifiable information such as your date of birth, address, drivers licence details.

- Visit our security pages for other advice on how to protect yourself from scams, www.arabbank.com.au/security.

- **Always remember your Bank will never ask you to provide your credentials or password details. When in doubt please ring your branch to seek advice. We are available to help.**

Arab Bank Australia Limited

Head Office
PO Box N645 Grosvenor Place
Sydney NSW 1220
Level 7, 20 Bridge Street
Sydney NSW 2000
T +61 2 9377 8900 F +61 2 9221 5428
arabbank.com.au

DX 10163 Sydney Stock Exchange
Arab Bank Australia Limited
ABN 37 002 950 745
AFSL/Australian Credit Licence 234563

abal banking

The following official government websites are updated frequently and contain details and examples of current scams and will help you identify if an email, text/SMS message or website is legitimate:

www.scamwatch.gov.au

www.staysmartonline.gov.au

We encourage you to visit these sites regularly to stay up to date on current scams and fraud attempts to keep yourself safe.

Please also keep in touch with us via our website, where we will be posting regular updates and important notices.

Keep safe and well.

Yours sincerely,

Arab Bank Australia Limited

Arab Bank Australia Limited

Head Office
PO Box N645 Grosvenor Place
Sydney NSW 1220
Level 7, 20 Bridge Street
Sydney NSW 2000
T +61 2 9377 8900 F +61 2 9221 5428
arabbank.com.au

DX 10163 Sydney Stock Exchange
Arab Bank Australia Limited
ABN 37 002 950 745
AFSL/Australian Credit Licence 234563