

## Consumer Communiqué No 4

### GUIDE TO ON-LINE SECURITY

On-line banking is quick and easy, and the number of people logging onto the internet to do their daily banking with financial services providers (FSPs) is increasing. On-line fraud is also on the increase, and consumers can be easily tricked by some of the scams currently operating. Consumers can help to protect themselves and the security of their computers by undertaking some simple steps.

#### BE SUSPICIOUS

Avoid opening suspicious emails or attachments. Genuine FSPs will not ask for personal information such as account details, Personal Identification Numbers (PINs), or passwords by email. Consumers should contact their FSP if an email request appears suspicious.

#### CHECK THE WEBSITE ADDRESS

Email hyperlinks should not be used to access an FSP's website as links may lead to fraudulent websites that look like the real thing. Access internet bank accounts by typing the FSP's official website address.

#### TAKE SENSIBLE PRECAUTIONS

Remain with the computer while on-line banking is being processed, and log out of the FSP's website when the transaction is completed. Disconnect your internet connection when it is no longer required.

#### USE EQUIPMENT YOU CAN TRUST

Take care completing banking transactions on computers other than your own as some software can record keystrokes and your information can then be accessed by unauthorised people. This is especially important if using public internet sites such as internet cafes, libraries or community centres.

#### PROTECT YOUR COMPUTER

Use a reliable and up-to-date virus protection program. Check new programs and files for viruses before installation and use, and make sure they are from trusted sources. Additional steps such as installing a firewall and regularly changing passwords can help protect against unauthorised access via the internet.

#### CHECK YOUR TRANSACTIONS

Check and verify your account transactions. If your accounts contain unusual transactions, or if you think your internet banking security has been interfered with, immediately contact your FSP.

#### ADDITIONAL INFORMATION

Regularly check your FSP's website for security warnings and advice. Additional information may be found at the consumer information site of the Australian Securities & Investment Commission at [www.fido.asic.gov.au](http://www.fido.asic.gov.au) and that of the Banking and Financial Services Ombudsman at [www.bfso.org.au](http://www.bfso.org.au).