

EMAIL HIJACKING – PERSONAL

Threat

Funds may be stolen from your bank account by fraudsters who access your emails and send instructions to your bank to pay funds to a 3rd party account without your knowledge.

Description

Unauthorised access to email accounts - often these are web-based email accounts such as Hotmail and Gmail where logon credentials have been compromised through phishing, malware or via brute-force password guessing/reset attacks.

Once a customer's personal email account is compromised it allows fraudsters to read emails, search folders and locate a contact with your Bank. They then send a query asking for the balance of your account and follow up with an instruction to transfer funds to a 3rd party account. Filters are often placed on the mailbox to prevent them from seeing the scam request.

Consequences

In addition to financial loss, fraudsters may use information gathered within an email account to commit an identity takeover.

Any information saved in email accounts including banking details and passwords should be considered compromised.

Awareness

- Beware of phishing emails that may request email logon credentials or deliver malware.
- Ensure you use strong password combinations and change it regularly (at least 8 character containing uppercase, lower case letters and numbers).
- Install the latest anti-virus software and regularly perform virus / malware scans.
- Avoid accessing email and Internet Banking on public computers.
- Do not open the email / clicking on a hyperlink sent from an unknown source.
- If you need to send email instructions to your banker ensure that you have a call back process in place to verify the instruction.

For more information, please contact your ANZ representative.

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