

RANSOMWARE

Threat

Ransomware: a type of malware, that when installed on a computer completely restricts access until a payment (ransom) is paid to unlock it.

Description

Ransomware can infect a computer from malicious email attachments and compromised websites. It blocks access to files and data stored on your computer. The user will see a pop-up message on their screen demanding an amount of money be paid for a "private key" or the data will be lost forever. There is usually a 72 hour deadline to pay the ransom.

Consequences

Renders the computer useless until a ransom is paid. Even if a payment is made, there is no guarantee that the computer will be unlocked or files recovered. The advice from experts is not to pay the ransom. It may be possible to recover your data from backup.

Awareness

- Beware of unsolicited emails that may deliver malware to your computer. If you suspect one, delete it immediately. Do not click on any appended link or open any attachments.
- If the email was purportedly sent by a legitimate company, confirm the authenticity of the message by calling the company's phone number that you have sourced independently. Do not use the phone number provided in the message.
- Avoid accessing email and Internet Banking on public computers.
- Install the latest anti-virus software and regular perform virus / malware scans.
- Make regular back-ups of important files and documents.

For more information, please contact your ANZ representative.

Disclaimer; this document raises awareness and provides general information only. It may be necessary or appropriate to ensure that measures are taken in addition to, or in substitution for, the measures presented having regard to the particular circumstances of the customer concerned. To the extent permitted by applicable law, ANZ makes no warranties or representations about the suitability, reliability or completeness of the information contained in this document and disclaims all liability in connection with the information contained within this document, or use or reliance on this information, including, without limitation, liability for any loss or damage, however caused, resulting directly or indirectly from the use of or reliance on the information provided. Before acting on the basis of the information contained in this document, you should take your own precautions and consider whether the information is appropriate having regard to the nature of your personal circumstances.

