

CREDIT CARD FRAUD

Threat

Fraudsters make purchases or cash advances using a counterfeit or stolen credit card.

Description

Generally, there are three types of credit card fraud-

Card-not-present fraud - the card data is comprised electronically (e.g. fake bank website asking you to enter your credit card data), or the fraudsters manage to persuade you to disclose it via phone / email. The card data will then be used for fraudulent online / phone purchase.

Counterfeit card fraud - the card data is captured via a skimming device at an ATM or at a shop. A counterfeit card will be made for fraudulent purchase / cash advance in countries where chip and pin is not used.

Stolen card fraud - the fraudster steals your card and uses it for purchases.

Consequences

Fraudsters will make purchase / cash advance until your card limit is reached or detected by the bank.

Awareness

- Do not open an email sent from an unknown source.
- Do not click on the link appended in an email and do not provide your card data.
- ANZ will not send you an email / SMS requesting you to provide your personal / account / logon details.
- Safely keep your banks statement or destroy them using a shredder.
- Before you insert your card to ATM, check if the skimming device is installed (e.g. card reader is loose, the keypad is too thick, a small hole for a hidden camera).
- Always shield with your hand when you enter your pin in ATM.
- If possible, do not let your credit card out of your sight when making a purchase.
- Regularly check your bank transactions and immediately notify your bank if suspicious transactions are found.

For more information, please contact your ANZ representative.

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