



Bankwest, a division of Commonwealth Bank  
of Australia ABN 48 123 123 124  
AFSL / Australian credit licence 234945

## Important information for customers

Dear Customer,

Trust and security is a priority for us and all our customers.

From time to time, we see instances where a customer is under duress, coerced or manipulated into conducting a financial transaction by a third party. Occasionally these perpetrators accompany a customer to the branch or provide instructions over the phone to ensure a financial transaction is completed.

We also see instances of suspicious behaviour, hoaxes and scams, which are designed to trick customers out of their important customer information and gain access to their accounts or money.

These scams come in a number of forms and can be highly sophisticated. Customers should be vigilant and aware, and report any suspicious activity.

Scammers often try to create a sense of urgency. They do this by applying pressure on customers through short deadlines, fake emergencies, threats of legal action or posing as a representative of the Police Force, a bank or a Government department.

Some common types of scams include:

- Unexpected Money
- Unexpected Winnings
- Fake Charities
- Dating and Romance
- Buying or Selling
- Jobs and Investment
- Attempts to gain your personal information
- Threats and Extortion

Our staff care about the safety of your personal information and protecting your financial wellbeing from any third party that may be taking advantage for their own financial gain or benefit. You are welcome to discuss any of your concerns with your local Branch Manager who will happily provide assistance and support.

If you are concerned or need more information, please contact:

Scamwatch **1300 795 995**

**Where can I find out more?**

<https://www.scamwatch.gov.au/types-of-scams>

<https://scamwatch.gov.au/get-help/where-to-get-help>