

## News Release

### ANZ Scam Safe

For Release: 8 August 2024

## MoneyMinded program adds scams awareness module

ANZ's flagship financial education program, [MoneyMinded](#), has added a new scams awareness module to help community professionals support their clients to identify and protect themselves from scams.

The scams module is available to more than 8,000 accredited MoneyMinded coaches in Australia and builds on ANZ's ongoing work to grow awareness of scam threats in the community.

ANZ Head of Social Impact and Community Partnerships Janet Liu said: "Scams continue to present a significant threat to the financial wellbeing of Australians. Through our new MoneyMinded scams module, we hope to further inform and educate people by providing practical skills that can assist them to stay ahead of cyber criminals."

The MoneyMinded scams module includes practical lessons in spotting scams, and how people can protect themselves and access support. Lessons are delivered through animation, prompt cards, guided coaching and participant handouts.

It outlines various scam types such as investment scams, dating and romance scams, phishing scams, remote access scams, and employment scams.

MoneyMinded is ANZ's flexible financial education program designed to help adults enhance their money management skills, knowledge and confidence. Eligible community professionals can enquire to become accredited MoneyMinded Coaches, using the program to educate their clients. Since launching, more than 250 MoneyMinded coaches have already been trained to use the new module.

ANZ controls prevented more than \$100 million of customer funds going to cyber criminals in the twelve months to March 2024.

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ANZ's customer protection teams and systems operate 24/7. Customers who believe they may have been a victim of a scam should contact us immediately, on 13 13 14 or visit us at <http://www.anz.com.au/security/report-fraud/> for more information.

For more information on the MoneyMinded program visit: <https://www.anz.com.au/about-us/esg/financial-wellbeing/moneyminded/>



**About ANZ Scam Safe:** To assist the community in remaining aware and alert to the constantly changing scams and fraud environment, ANZ has launched a new *Scam Safe* series.

*Scam Safe* will highlight the latest cyber security and fraud issues impacting the community and what ANZ is doing to help protect our customers.

To stay *Scam Safe*, ANZ encourages customers to learn their security ANZ's:

**A:** Always be wary

**N:** Never share personal information, with anyone

**Z:** Zoom in on the details, they matter