

Protecting yourself from fraud and financial abuse

Westpac New Zealand

Alzheimers New Zealand Conference 2018



Caring for every customer

Westpac New Zealand - proudly dementia friendly since 2015.
If you or someone you love is living with dementia, please talk to us.
Together we can make banking easier for you.

60,000 

Kiwis live with dementia.
This is expected to treble by 2050.¹

Alzheimers
disease is the most
common form of
dementia.²



Dementia costs
New Zealand

\$1.7b

(\$5b by 2050).³



80% of Westpac branches have a
dementia friendly layout
(lighting, signage, flooring, quiet rooms).⁴



3500+
customers told
us they have a
vulnerability such
as dementia.⁵



2000+
Westpac employees
have been educated
about dementia.⁶

Find out more at
westpac.co.nz/dementia

Source 1: Alzheimer's.org.nz
Source 2: Dementia New Zealand
Source 3: Westpac NZ, 2015 - 2016
Source 4: Westpac NZ, Customer, July 2014
Source 5: Westpac NZ, Customer Survey, Mar 15 2016



Is it a scam?

- Has someone contacted you unexpectedly?
- Have they promised you something?
- Have they asked you to do something?



Common Types of Scams/ Fraud

Romance/
dating

Online
Jobs

Online
Trading

Inheritance
and lottery

Phone
scams

Card
Fraud



If you think you're a victim of a scam...

Stop all contact with the scammer immediately

Even though you may be embarrassed:

- Notify your bank straight away
- Change your online banking password ASAP
- Report the scam to NZ Police, Netsafe or CERT

By reporting, you help avoid it happening to others.
Don't blame yourself – blame the scammers.



Spotting & Avoiding Financial Abuse

Remember:

Your Bank will never contact you to:

- Confirm any secure banking information (Password, Customer ID, Account of Credit Card details, PIN number)
- Inform you that they have lost some of your personal details
- Ask you to send personal details over e-mail
- Say that someone else has logged in to your account
- Ask you to login to Online banking from an email

