

MEDIA RELEASE

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Consumers reminded to take care when shopping online

The interim payments fraud data released today by the Australian Payments Network, the payments industry's self-regulatory body, serve as a timely reminder to consumers to take care when shopping online over the busy retail season.

Today's figures for the 12 months to 30 June 2017 reflect the key trends highlighted in **Australian Payments Fraud – Jan-Dec 2016 Data** released by AusPayNet in August 2017. With chip technology providing strong protection against counterfeit cards, fraud is continuing to migrate to online channels (card-not-present).

Transactions on Australian cards totalled more than \$730.1 billion over the 12-month period – up 3.8%. Card fraud increased by 3.1% to \$538.2 million:

- Counterfeit/skimming fraud dropped 34%
- Card-not-present fraud increased 10%, now accounting for 82% of all fraud on Australian cards

AusPayNet CEO Leila Fourie said, "More and more of us are shopping online and this presents more opportunities for cyber criminals. With the peak Christmas period just around the corner, we need to be security aware and take simple steps to help reduce risk when shopping online."

Tackling card-not-present fraud is a high priority for industry, and participants and stakeholders are working collaboratively to expedite industry-wide initiatives.

Consumers can take simple steps to help protect against online card fraud including:

- registering for, and using their financial institution's online fraud prevention solutions, whenever prompted
- being wary of offers that seem too good to be true – doing checks to make sure the business is legitimate
- only providing their card details on secure and trusted websites – including looking for the locked padlock.
- always keeping PC security software up-to-date and doing a full scan often
- regularly checking statements and reporting any unusual transactions to their financial institution immediately

"With malware and phishing attacks becoming increasingly sophisticated, we also need to be extremely wary of unsolicited emails and text messages from people we don't know. Don't click on the link provided and don't be tricked into divulging confidential data such as your password," said Dr Fourie.

Australians are not liable for any fraudulent transactions on their payment cards and will be reimbursed as long as they have taken due care.

The interim fraud data release is available at www.auspaynet.com.au. Comprehensive payments fraud data for calendar year 2017 will be released in mid-2018.

ENDS

For more information: Ida Turner – AusPayNet Communications +61 409 716 556 iturner@auspaynet.com.au