



Protecting Yourself Against Scams.

The number of scams targeting everyday Kiwis are on the rise, which means it's more important than ever to know the warning signs to look out for and how you can help protect yourself.

Check out our handy quick guide of things you should be suspicious of, and the ways you can help protect yourself and your whānau against scams.

You should be suspicious of:

- Online sellers who ask for full payment upfront, or payment in other forms such as gift cards or cryptocurrency.
- Sales and deals that seem too good to be true. They probably are!
- Emails and SMS messages such as fake parcel delivery notifications.
- Unexpected phone calls, texts or emails asking for personal or financial information.
- Phone calls, texts or emails advising that you've won something.
- Someone calling to say you have an 'issue' with your computer.
- A request from someone to 'help them transfer funds' – and they'll give you an amount for your trouble.
- Companies you know calling you unexpectedly about an issue.

Ways to help protect yourself:

- Don't share personal or financial information with anyone you don't know.
- Never share your login details, password or PIN with anyone.
- Don't click on links in suspicious emails.
- Update your devices regularly.
- Make your passwords long, strong and unique.
- If you think you are being targeted by a scam, do not engage.
- If you are not sure whether a call is legitimate, hang up and call the company directly.
- Never share any bank-issued authorisation codes you receive.

If you believe you may have fallen for or are being targeted by a scam, please contact your bank immediately on **0800 727 2265** (from New Zealand) or **+64 3 211 0700** (from overseas).

For more information, please visit sbsbank.co.nz/sbs-security