

## **Commonwealth Bank**

Commonwealth Bank of Australia

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## **COMMONWEALTH BANK NETBANK FRAUD ALERT**

**Sydney, 18 March 2003:** The Commonwealth Bank today advised that some NetBank customers have been deceived into providing their NetBank client number and password as a result of a SPAM email which was widely circulated within Australia.

The Bank said that the NetBank system had not been compromised and that it continued to guarantee the safety of customers' funds.

John Geurts, Head of Group Security said, "We are working closely with the relevant authorities to identify persons behind these attempts to defraud."

"We encourage customers to monitor their accounts and notify the Bank if they have any queries," he said.

If customers have received an email requesting personal information they should delete it. It is not from the Commonwealth Bank.

If they have received the email and actioned the instructions, then they should visit the Commonwealth Bank site, click through to NetBank logon, change passwords and check their account details.

Customers encountering problems are asked to call the Bank's help desk on 1800 022 955.

### **Media contact:**

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