

NOTICE

ONLINE BANKING SAFETY

MYSTERY SHOPPING SCAM

Commonwealth Bank advises the public of a Mystery Shopping Scam that is currently being used to facilitate money laundering and fraudulent activities.

These schemes begin with an Email, WhatsApp message, Phone call, SMS Text, Instagram or Facebook message with the offer of a job to carry out an evaluation or customer survey of various services.

You are asked to confirm and/or provide the following:

1. A banking relationship with Commonwealth Bank (or another financial institution)
2. Account information
3. Telephone and/or Email contact
4. Valid National Identification (i.e. Passport or Driver's License)

Once account information is confirmed, you are advised (via Email, Facebook or WhatsApp) that you will receive a transfer of monies. Upon receipt of the funds, you are instructed to keep a percentage of the amount received (usually 10%), as payment for your participation and forward the balance on to a third party of the Mystery Shopping Company's choosing, usually located outside of the country via MoneyGram or Western Union.

Funds received in this manner are the proceeds of criminal activities. You can be held liable for initiating any transactions (i.e. Online Banking transfers, ABM withdrawals, Wire transfers, In-Branch transactions etc.) and held responsible for repayment.

Please remain vigilant and exercise extreme caution from falling victim to this Mystery Shopping Scam. Any suspicious activity/communications should be reported immediately to cbcyberfraud@combankltd.com.



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