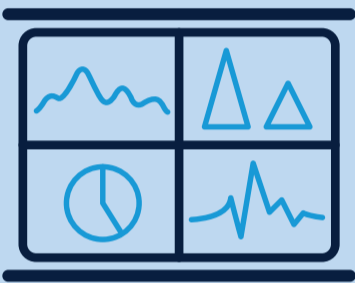
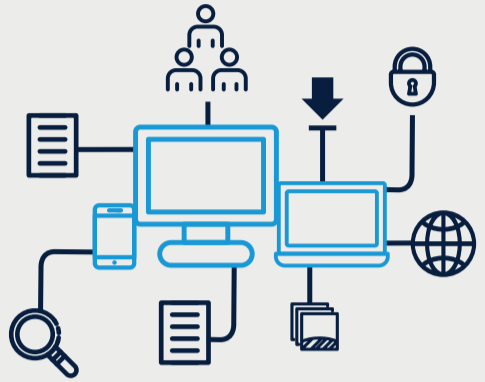


TACKLING PAYMENT SCAMS, TOGETHER

ENHANCING DATA COLLECTION

by consolidating and expanding data collection on scams and generating insights to help drive scam-prevention responses



IMPROVING KNOWLEDGE AND INFORMATION SHARING

among industry participants to better respond to evolving scam trends and evaluate the impact scam prevention efforts are having

MAXIMISING CUSTOMER AWARENESS OF SCAMS

by developing and implementing industry-wide programs to facilitate greater awareness of scams and where to go for help



MINIMISING THE IMPACT OF SCAMS ON AFFECTED CUSTOMERS

by ensuring they receive clear, effective, and timely support and staff are well trained to assist them

SETTING INDUSTRY STANDARDS

by collaborating to determine best practice and ensuring more consistent industry positions, stakeholder engagement, responses to scams and customer support



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