

National Anti-Scam Centre Advisory Board

Communiqué

15 February 2024

The National Anti-Scam Centre Advisory Board (the Advisory Board) held its first meeting of 2024 on Tuesday, 6 February.

The Advisory Board discussed a case study where a consumer was alerted to an imposter bond scam prior to transferring significant funds to the scammer. The alert came from a call disruption initiative as part of the National Anti-Scam Centre's investment scam fusion cell. The Advisory Board noted the increased effectiveness of this type of targeted alert to consumers in the middle of an attempted scam.

Members of the Advisory Board provided an update on various scams awareness and disruption activities they are undertaking. This provided an opportunity for the Advisory Board to discuss opportunities for collaboration and identify further areas of investigation.

The Advisory Board discussed issues following presentations from:

- the Australian Communications and Media Authority (ACMA) on the development of the SMS Sender ID Registry. The Advisory Board discussed their support for the registry and the importance of its timely delivery and coverage.
- the ACMA on its approach to regulating illegal gambling including blocking of illegal gambling websites.
- Treasury on the proposed Scams Code Framework and next steps. The Advisory Board acknowledged the need for further consultation as the framework develops.

The National Anti-Scam Centre updated the Advisory Board on:

- the brand strategy work which is nearing finalisation and recent scam awareness communication activities.

- Scamwatch data and intelligence for November and December 2023, which whilst too early to constitute a trend, showed a decrease in losses reported to Scamwatch compared to the same period last year.
- The National Anti-Scam Centre's upcoming Quarterly Report.

The next meeting of the Advisory Board will be on 19 March 2024.

This communique is jointly released by members of the Advisory Board.

The Advisory Board is Chaired by ACCC Deputy Chair – Consumer, Catriona Lowe and comprised of:

- Anna Bligh, CEO, Australian Banking Association
- Andrew Williams, CEO, Australian Communications Consumer Action Network
- Scott Lee, Assistant Commissioner, Australian Federal Police
- Andy White, CEO, Australian Payments Network, represented by Toby Evans
- Simon Callaghan, CEO, Blockchain Australia
- Rosie Thomas, Director, CHOICE representing Consumers' Federation of Australia
- John Stanton, CEO, Communications Alliance
- Michael Lawrence, CEO, Customer Owned Banking Association
- Stephanie Tonkin, CEO, Consumer Action Law Centre
- Peter Gartlan, National Coordinator, Financial Counselling Australia (apology)
- David Lacey, Managing Director, IDCARE (apology)
- Sunita Bose, Managing Director, Digital Industry Group Inc. (DIGI)