



National Anti-Scam Centre Advisory Board

Communique

27 June 2024

The National Anti-Scam Centre Advisory Board (the Advisory Board) met on Tuesday, 11 June. Several Advisory Board members were part of a delegation to Singapore led by the Assistant Treasurer to strengthen collaboration against scammers across the region and sent alternative representatives to the Advisory Board meeting.

The Advisory Board discussed a case study involving a scam victim's experience of a [remote access scam](#), resulting in a \$20,000 loss. Key issues raised and discussed were scam identification, reimbursement of losses and complaint handling. The National Anti-Scam Centre has notified some impersonated remote desktop application software companies of reports of scam activity using their products and shared some intelligence with banks and telcos.

The National Anti-Scam Centre reminded participants of the importance of providing timely visibility of initiatives to identify opportunities to align, collaborate and minimise duplication of effort.

CHOICE presented to the Advisory Board on their report *"Passing the Buck: how businesses leave scam victims feeling alone and ashamed"*. The research highlighted the isolation, shame and embarrassment scam victims feel as a result of being scammed. This reduces the likelihood they will report the scam, as well as the chances of recovering financial losses. Other key points related to the role of telecommunications companies and platforms, as well as financial institutions in the scam supply chain and comparing the consequences of scams for victims and institutions. The Advisory Board members agreed to schedule a further discussion on the experience of scam victims at a future meeting.

Advisory Board members provided updates on the various scams awareness and disruption activities they are undertaking.

The National Anti-Scam Centre updated the Advisory Board about the publication of the Investment Scam Fusion Cell final report on 22 May 2024. The report outlines the activities and outcomes achieved by an ecosystem-led approach, as well as the

collaborations, prevention strategies, and lessons that will continue beyond the term of the fusion cell.

The next meeting of the Advisory Board will be on 23 July 2024. Advisory Board members agreed it is appropriate to move meetings to a six-weekly cadence after a year of operation of the National Anti-Scam Centre.

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, represented by Nicholas Giurietto and Merric Foley
- Gareth Downing, A/CEO, Australian Communications Consumer Action Network
- Chris Goldsmid, A/Assistant Commissioner, Australian Federal Police
- Andy White, CEO, Australian Payments Network
- Simon Callaghan, CEO, Blockchain Australia
- Rosie Thomas, Director, CHOICE representing Consumers' Federation of Australia, represented by Andy Kelly
- John Stanton, CEO, Communications Alliance
- Michael Lawrence, CEO, Customer Owned Banking Association, represented by Leanne Vale
- Stephanie Tonkin, CEO, Consumer Action Law Centre
- Peter Gartlan, National Coordinator, Financial Counselling Australia
- David Lacey, Managing Director, IDCARE
- Sunita Bose, Managing Director, Digital Industry Group Inc (DIGI)