



April 2020



We're here
for you

To support you through
these uncertain times

qudosbank.com.au

Catch up with Michael Anastasi

MICHAEL ANASTASI
ACTING CEO



As I write, I am struck by how much the world has changed since the last time I put pen to paper for this column.

At that time, Australia was dealing with the bushfire crisis and the words ‘coronavirus’ and ‘COVID-19’ were not known to me. In three short months, they are not just in common vocabulary – stories about it dominate the nightly news. The availability of grocery store staples can no longer be taken for granted, social distancing is an expectation, and working remotely has become the norm for many Australians. The response from public health officials is evolving at a fast pace, so by the time you read this, it is probable that further changes to border restrictions and operations of schools and universities will have occurred.

At Qudos Bank, we are extremely conscious that the airline and aviation industry has been hit hard by COVID-19.

As an organisation formed by the men and women of Qantas over 60 years ago, and which counts many current airline and aviation employees as customers, we understand this is a difficult time for many of you, and we are committed to assisting you with the passion and care you've become accustomed to during this difficult time. Please refer to our assistance page at qudosbank.com.au/COVID19 for more information.

By the time you read this, we will have reallocated resources in our organisation in anticipation of increased customer requests for financial assistance. If you are in this situation, I would encourage you to read the relevant article in this newsletter.

Our organisation has a dual purpose – to assist our customers' individual journeys to financial freedom and wealth, and to demonstrate leadership and social purpose through expressions of support for our community. Never in my years with the credit union/bank has there been a more important time to fulfil this purpose.

In the meantime, this newsletter will feature many of the same by-lines you are used to in our newsletter, however with a slightly altered focus that is appropriate during this pandemic.



We are committed to assisting impacted customers at this difficult time

I hope you enjoy this issue, and perhaps even more important, find some comfort and use in the articles as you navigate the next few months.

May I wish you all wellbeing in whatever lockdowns, shutdowns or stand downs that lay ahead of us, and encourage all of us to regularly check-in on family, friends and neighbours. Social isolation may well be the silver bullet to defeat this insidious virus, but it can also lead to loneliness and anxiety. Please be sensitive to the possibility that people you know may relish a phone call from you more than usual at this time.

Be safe.



Tech talk with Dave

DAVID BRIDGES
CHIEF INFORMATION OFFICER



While many of us use digital banking as our primary means of making payments and paying bills, it occurred to me that many of our customers still use traditional channels such as visiting our branches for their banking needs. While at the time of writing, all of our branches are still operating to normal operating hours, I thought I'd devote my column to highlight our digital offerings.

Digital banking services available to you

Our digital banking services, including Mobile Banking, Online Banking, mobile payments and realtime payments, are a helpful alternative during this time and are available **24 hours a day, seven days a week**. Between them they allow you to perform an impressive range of banking services no matter where you are, including viewing your account balances and transaction history, downloading statements, sending payments to others and paying your bills via BPAY, updating your personal details, creating, viewing and editing scheduled payments and much more.

My personal favourite is our Mobile Banking app, but more about that in a moment. Because none of these digital services will work unless you have set up Online Banking first – so that's where the digital journey with Qudos Bank begins. All you will need to get up and running with Online Banking is your Customer/Member Number, and a temporary password.



For customers used to more traditional banking, our digital banking services offer a helpful alternative during this unusual time

To get a temporary password, please call us on 1300 747 747 during business hours and we can assign you one. The first time you log in using that number, you will be asked to replace your temporary password with one of your own. That password should be treated as the key to your accounts, so please don't share it with anyone!

Now to the app. The Qudos Bank Mobile app is compatible with most Apple and Android devices providing a streamlined and easy-to-use interface and if you haven't already, we recommend [downloading the app](#) to conduct your usual banking activities. We continue to work on enhancements and updates to ensure our Mobile Banking app meets your banking needs with our latest Mobile app update, update 11, launching in May. This update includes accessibility enhancements making it easier to navigate through the app and identify your different accounts and the ability to manage transaction limits.

To download the Qudos Bank app, please visit the App Store or Google Play and search 'Qudos Bank'. Once you have downloaded the app, your best bet will then be to navigate to the [Qudos Bank Mobile app](#) page on our website, where you will get further instructions on getting the app working for you. And if you're struggling, please call us on **1300 747 747** so that one of us can give you some assistance.

Please note that the next mobile app update will only be compatible with versions iOS 11.0+ and Android 6.0+, as we try to accommodate to a large range of devices, devices running older system versions will no longer be supported. Please visit our [Mobile App FAQ's](#) for more information.

There are plenty of resources on our website to guide you through other services such as mobile payments (Apple Pay and Google Pay) and realtime payments. I would encourage you to refer to the "Pay Safely During COVID-19" article in this edition for further information.

Digital support & resources

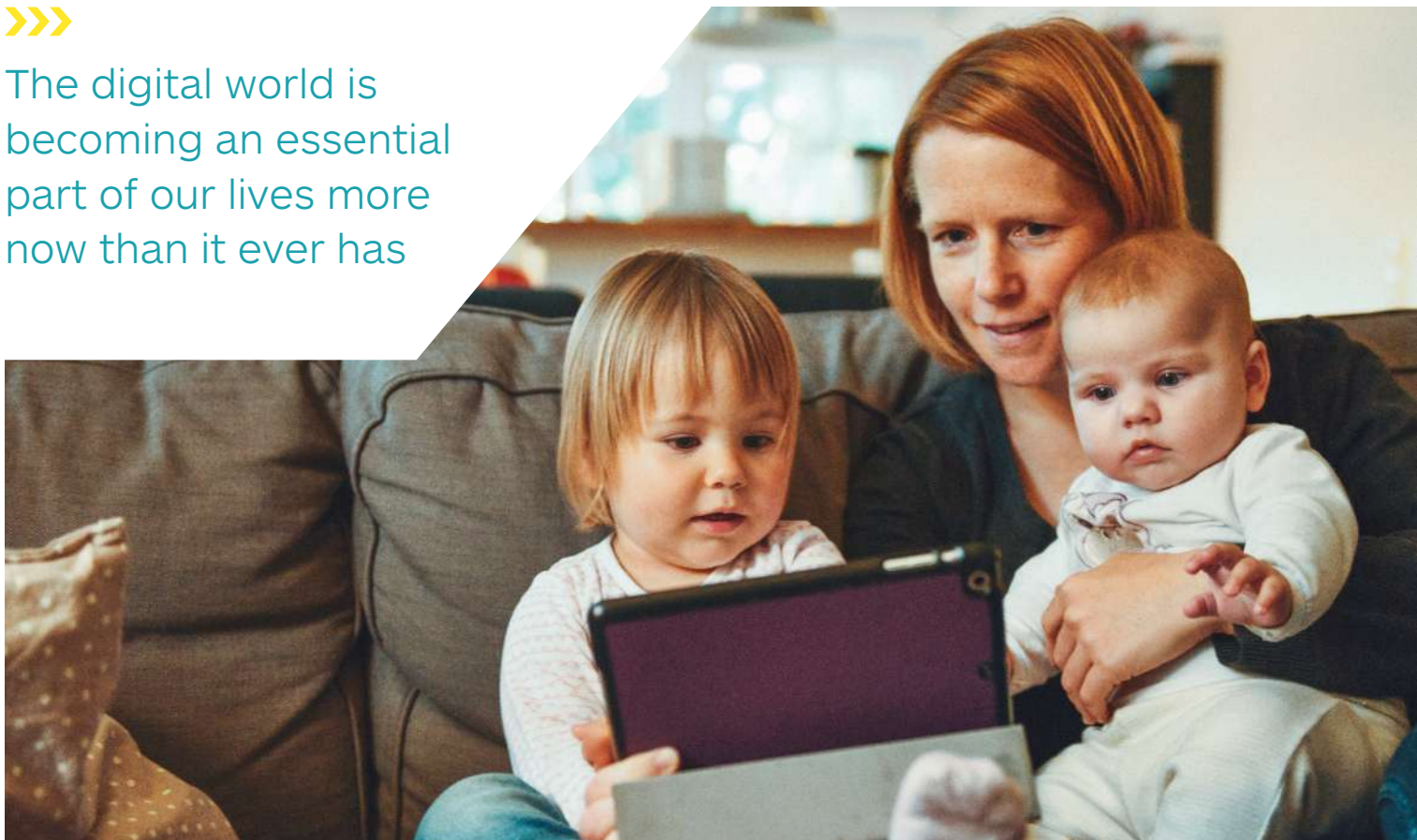
The digital world is becoming an essential part of our lives more now than it ever has. There are a range of online resources including free courses, advice and tips at beconnected.esafety.gov.au, to help further develop your digital skills and confidence.

The Federal Government has also launched a Coronavirus Australia app and WhatsApp group to provide Australians with the latest information and advice about COVID-19. You can download the app from the Apple Store or Google Play Store. To activate the WhatsApp channel, visit aus.gov.au/whatsapp.

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The digital world is becoming an essential part of our lives more now than it ever has



Receive money from around the world

With our International Payments Services you can receive money from almost anywhere around the world.

Do you receive payments from clients, family or suppliers from overseas?

You can receive money directly into your nominated bank account from almost anywhere in the world, in over 30 currencies by using our Incoming International Payments Service powered by Western Union Business Solutions.

Why use our Incoming Payments Service over SWIFT payments or foreign cheques?

- SWIFT transactions typically incur fees on incoming payments.
- Foreign cheques usually take more time to receive and process, and can take up to 60 days to clear.

Benefits to you:



We do not charge beneficiary fees.¹



Timely and reliable – funds are usually received in full in 2-3 business days.²

Qudos Bank's International Payments Service is an efficient and reliable way for you to receive funds from over 30 countries.* Simply visit www.qudosbank.com.au/Products/InternationalMoney/ReceiveOverseas and complete the form or contact us on 1300 747 747.

Powered by

WesternUnion WU

Business Solutions



*Qudos Bank has entered into arrangements with Western Union Business Solutions (Australia) Pty Ltd (ACN 150 129 749; AFSL 40409) ("WUBS") whereby WUBS assists Qudos Bank to fulfil certain foreign exchange and payment services, including telegraphic transfers and foreign cheque conversions. These services are offered and provided to you by Qudos Bank (except for drafts). WUBS is an operating division of the Western Union Company. Qudos Bank has a revenue share arrangement with WUBS. See our Financial Services Guide on our website for more detail. Fees and charges and terms and conditions apply. It's important for you to consider the relevant terms and conditions and our Financial Services Guide and Fees & Charges brochure (available on our website) before you decide whether or not a financial product is right for you. This communication has been prepared solely for informational purposes and does not in any way create any binding obligations or make any representations, warranties or conditions of any kind, express or implied. Any advice is general in nature and does not take account of your personal objectives, financial situation or needs. 1. Please note that International Payments are sent via a network of correspondent banks, which sometimes levy a small handling charge on your payment. Any such fees, and payment delays, are out of our control. 2. Funds are usually received by the beneficiary's bank in 2 to 3 business days, however, there may be a delay in the beneficiary bank allocating funds to the beneficiary account. There is no delivery guarantee. Some currencies may take longer than others to process.

ePayments code



What is the ePayments Code?

The ePayments Code is a voluntary Code regulating consumer electronic payment transactions, including ATM, EFTPOS and credit card transactions, online payments, internet and mobile banking, and BPAY®. Detailed information about the Code can be found on the ASIC website.

Our responsibilities to you under the code?

As a subscriber to the ePayments Code we will:

- › Provide customer disclosures in relation to fees, transaction limits and other terms and conditions;
- › Give receipts and statements in certain circumstances; and
- › Provide consumer protection in cases of fraud and unauthorised transactions, including online mistaken payments.

How you can protect yourself?

Managing your card and pin security.

Pin Security

Did you know if you run into a situation where you lose your card or it gets stolen, you can lock it instantly within the Mobile App or Online Banking? You can also change your PIN as frequently as you like, giving you extra security and peace of mind.

Our guidelines for keeping your PIN secure:

1. Don't let anyone see you enter your PIN. Cover the keypad with your hand when entering your pin.
2. Don't select a PIN that could easily be associated with you, such as a birthday, phone number or postcode and don't use anything else that's too simple to figure out.
3. Don't disclose your PIN to anyone, this includes family members, friends or additional card holders.
4. Don't choose a PIN which is a numerical sequence or pattern (e.g. 1,2,3,4 or, 5,5,5,5), choose random selections as these offer stronger protection.
5. Don't let anyone else use your PIN or card, only you should have use of your card.
6. Do not respond to email, phone call or text asking for your PIN or password. Qudos Bank will never ask for this information.
7. Keep card secure at all times.
8. Memorise your PIN! **DO NOT** record your PIN on your card, mobile phone or computer.

Card Security

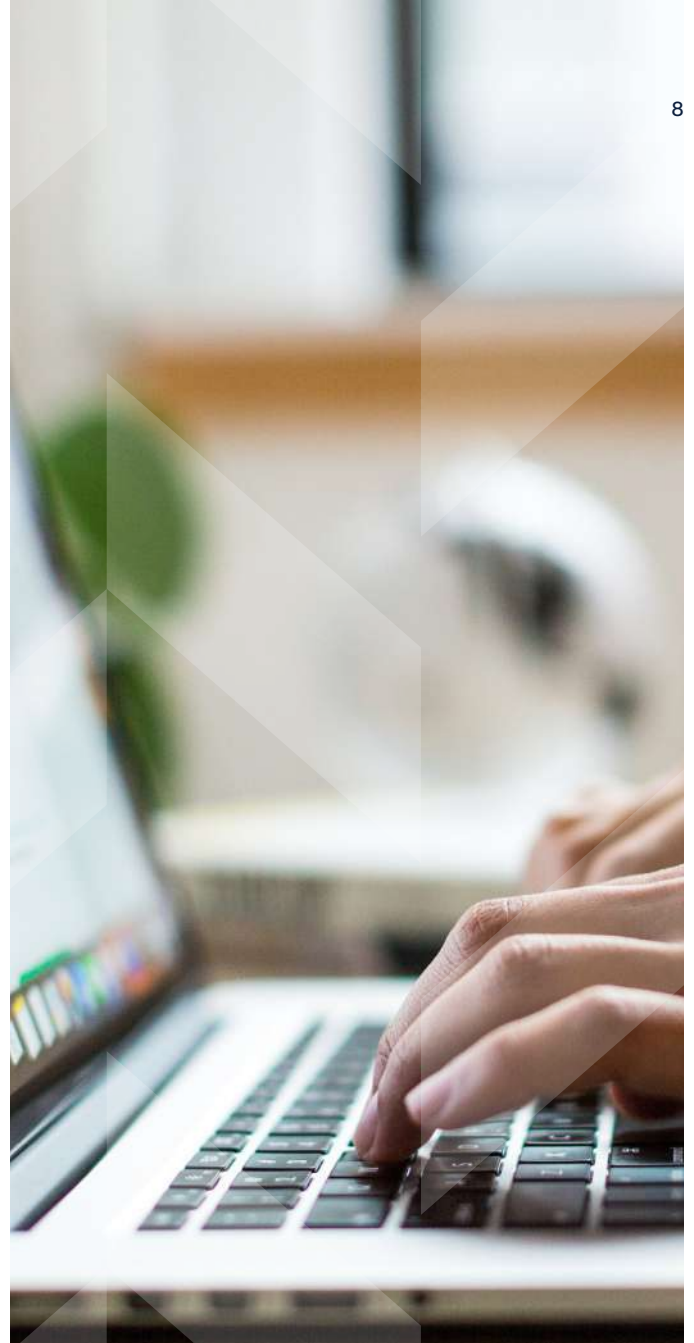
At Qudos Bank, we take your security seriously. That's why our credit and debit cards come with security features that help protect your information. We've also implemented a number of different initiatives behind the scenes to help protect you and your card.

To keep your card transactions safe, we:

- ✓ Partner with ORION, to monitor suspicious card transactions 24/7.
- ✓ Issue cards which have been embedded with a security chip, making it more difficult to copy your card details.
- ✓ Protect your online Visa card transactions using Verified by Visa.
- ✓ Offer SMS and email alert notifications to notify you of purchases.
- ✓ Allow you to manage your card in Online Banking and the Mobile App, making it easier for you to report a card lost or stolen, anytime and anywhere.
- ✓ Allow you the ability to change your PIN online.
- ✓ Remember, you should always protect your card like it's cash and never hand over your card details to anyone if you're unsure.



Report your card immediately if you notice any suspicious activity



If you have noticed suspicious activity on your account or suspect someone may know your personal account or card details including your PIN, or if your card is lost or stolen, please ensure that you report it immediately in the Mobile App, Online Banking or by contacting us on 1800 621199 (24 hours toll free) or during business hours 1300 747 747.

Please note: These are guidelines only. While following these steps will help you to protect your card and PIN, your liability for any losses arising from unauthorised transactions is determined in accordance with the ePayments Code. For further information please see our Terms and Conditions for Savings Accounts and Payment Services or ePayments Code.

Pay safely

during COVID-19

As cash payment options diminish with many retailers at this time, we wanted to remind you of a variety of other payment options available to you.

When shopping for essential items at the supermarket or pharmacy, we recommend the below ways to pay to ensure you are paying safely:

1.

Contactless Card Payments - Tap 'n' Go

To reduce the risk of spreading or contracting COVID-19, we encourage customers to use Tap 'n' Go (also known as payWave) card payments. You can use contactless payments at participating merchants where you can see this logo.



To use contactless payments, simply hold your Qudos Bank Credit Card or Debit Card near a payment terminal and the card will process the payment.

2.

Apple Pay and Google Pay (Mobile Payments)

You can make contactless payments by adding your Qudos Bank Visa Debit or Credit Card to Apple Pay or Google Pay.

To use mobile payments, simply hold your device near a payment terminal and use Touch ID or Face ID to process the payments.

Apple Pay: To start making payments using your Apple device, simply open the wallet app and follow the prompts to add your Qudos Bank Visa Debit or Credit Card to Apple Pay.

Google Pay: For an easy way to tap and pay using your Android device, simply download the Google Pay app from Google Play or the App Store and follow the instructions to add a card.

Visit our [Apple Pay page](#) or [Google Pay page](#) for more information on how to get started.

3.

Contactless Payments Limits Update

The Australian Payments Network has temporarily increased the contactless card payments limit from \$100 to \$200 with participating merchants to help reduce potential COVID-19 transmission through terminal keypads.

Please note, some point of sale devices will continue to request a PIN for transactions above \$100, while we're doing what we can to help customers pay safely, we cannot guarantee every card transaction below \$200 and every payment using Apple Pay and Google Pay will be contact-free.

Cardholders will know whether they can use the new temporary limit by following the PIN pad prompt and can also ask the retailer.

Other ways you can pay safely include:

4.

BPAY

Need to pay a bill? BPAY is the easy way to pay bills securely from home rather than going into a branch or post office. Just log on to the Qudos Bank Mobile App or Online Banking from home and select the BPAY tab on the menu bar, then follow the simple instructions.

5.

Real-time Payments & PayID

Real-time payments provide a faster and easier way to pay across participating institutions. Using a PayID you can send and receive instant payments between Qudos Bank and other participating institutions. For more information and how to set up a PayID, visit our [Real-Time Payments page](#).



Using PayID you can send and receive instant payments between Qudos Bank and other participating institutions

More information

We encourage customers wherever possible to use our digital banking services including our Mobile App, Online Banking and Telephone Banking which are available 24/7. For more information on ways to bank safely, please visit qudosbank.com.au/BankSafely.

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Moir for your money

ANTHONY MOIR
TREASURER



Take back control and add some financial certainty

Financial control during instability

We're in a time of uncertainty in Australia and across the world. The situation is changing daily and it's expected to continue for a while. For many people, finances have become an area of uncertainty. The swift lockdown measures have impacted many people's ability to earn money and pay our bills, and it's unclear how long this will last.

Here are three ways that may assist in making your finances more certain:

1. Term deposits

Term deposits can provide certainty with guaranteed returns and peace of mind knowing you'll have interest paid on your savings. Our term deposits are available over 3, 6, 9, 12, 24 and 36 months and offer competitive interest rates and the flexibility of choosing whether you would like to have interest paid monthly, like a salary, or receive the full interest at the end of the term.*



2. Retirement Savings Account

Retirement savings accounts (RSAs) are superannuation savings accounts which can take advantage of the same protections and tax benefits as a superannuation fund.

Our RSAs are designed especially for those looking for security and flexibility with their superannuation, rollovers and allocated pensions. An additional benefit of our RSAs are the \$0 annual fees and \$0 account keeping fees^.

The money in an RSA is intended to be used in retirement so, similar to a super fund, there are restrictions on when the money can be taken out. However, you have the flexibility of choosing either a lump sum or an account-based pension income stream.

3. DIY Super Saver

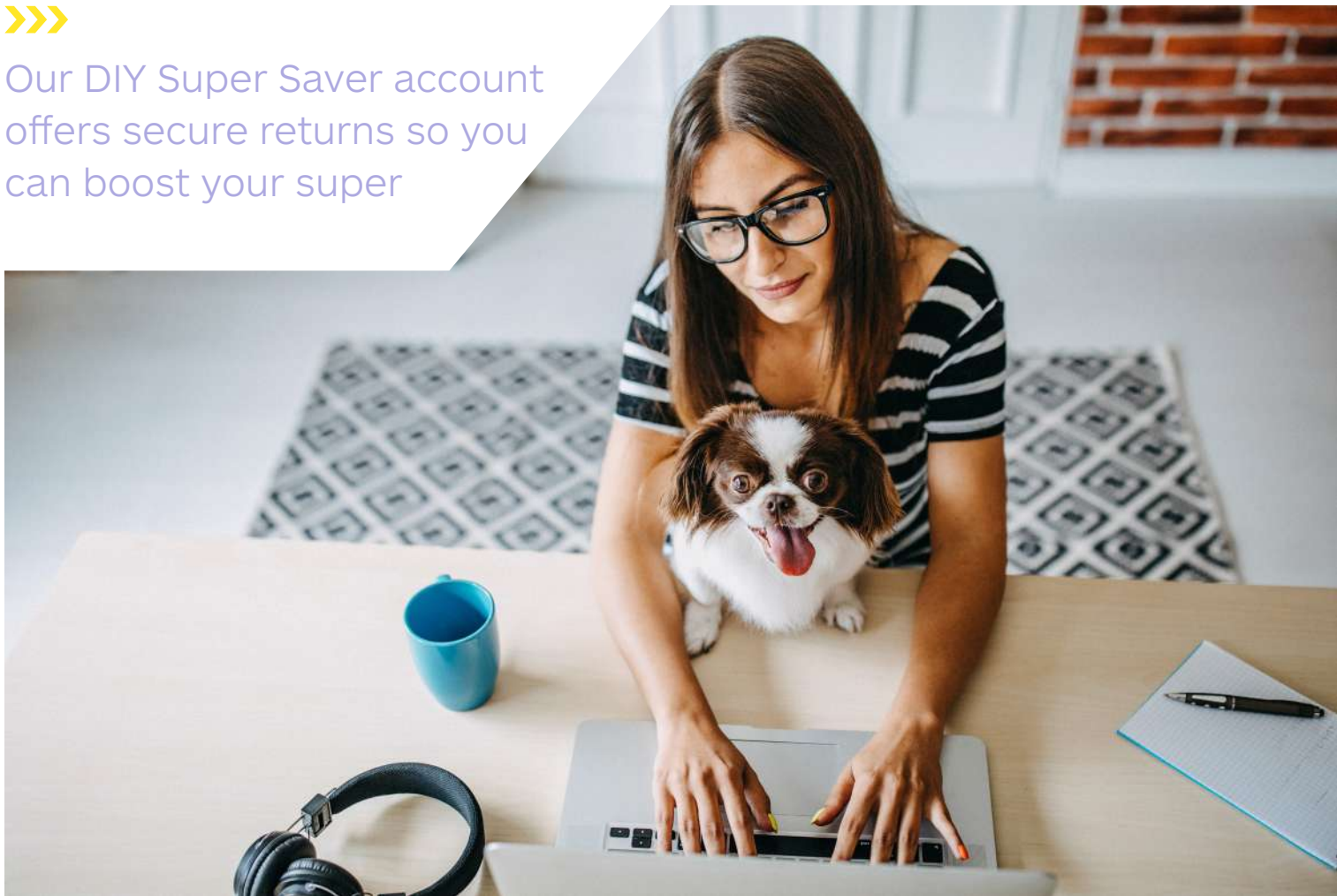
A Self-Managed Super Fund (SMSF) can be a great way to take control of your super, but also means that individuals can feel more pressure to grow and protect their assets than they would if they were part of a larger scheme.

Our DIY Super Saver account offers secure returns with the flexibility of an online cash account. Please note that you must have a SMSF in order to acquire this product.

These are just some of the ways that Qudos Bank can help. If you would like more information on any of the above, or like to discuss your individual situation with a financial planner, **call us on 1300 787 787.**



Our DIY Super Saver account offers secure returns so you can boost your super



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Financial assistance is available

As COVID-19 continues to affect our day to day lives, one area that is greatly impacting Australians is our finances.

We want our customers to know that we're here for you and we want to help deliver immediate relief in line with the government initiatives.

If you're struggling to make loan repayments, pay your bills or manage other household expenses financial assistance is available. The financial and mental wellbeing of our customers remains our top concern and we've prioritised measures to help provide immediate relief to those customers most impacted.

A comprehensive guide of the measures we've taken is available on our website at www.qudosbank.com.au/COVID19

Regardless of the circumstances you're in, if you are worried about your financial situation and require assistance, we're here to help.



We want to help deliver immediate relief



How to apply for financial assistance?

Please call us on 1300 747 747 or alternatively:

Email: assistance@qudosbank.com.au

Fax: (02) 9582 3452

Mail: Qudos Bank, Locked Bag 5020 Mascot NSW 1460

If you require financial assistance for a credit card, please

Email: creditcardassistance@qudosbank.com.au



rest easy

With our 3 year Fixed Home Loan Rate

2.49%[^] p.a
Interest rate

2.94%[#] p.a
Comparison rate



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[#]Loans are subject to approval. Normal lending criteria, terms and conditions and fees and charges apply. Mortgage insurance is required for home loans over 80% and is subject to approval. [^]Rate based on new owner occupied home loans for established homes fixed for 3 years, with a deposit of 20% or more received from 02/04/2020, with principal and interest repayments. Fixed rate may change prior to funding. On expiration of the fixed rate period, the interest rate reverts to a variable rate currently 3.09% for Owner Occupier and 3.39% for Investment home loans. #WARNING: Comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan. Our comparison rate assumes a loan for an owner-occupied established home of \$150,000 with a 20% or more deposit, a term of 25 years and a monthly repayment frequency, with principal and interest repayments. Before opening this home loan with us, you should read our Financial Services Guide and to see our terms and conditions, call us on 1300 747 747. Rates current as at 02/04/2020. ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865.



Simple steps to budget during COVID-19

It's been an eventful few weeks, with uncertainty entering almost every aspect of our lives. From how many people we can spend time with, to how the Government is going to support the nation through this crisis, the situation is changing rapidly.

It's important to think about the future and ensure you are well-prepared for whatever comes next, this includes gaining control over your finances, that will help you and your family over the coming months.

In this guide, we'll share some core budgeting tips to help you take control of your financial situation.

Assess your current situation

Before you can make any budgeting plans, you need to know where you are currently are. The best way to do this is to get a realistic picture of your monthly expenses.

Reviewing just one month's bank statement is unlikely to give a true picture of your typical spending habits. It's a good idea to sit down with at least three months of statements to understand what you're currently spending and where your money is going.

And if it's the first time you've done this, it's likely that you'll uncover some surprises. Those flat whites can really add up!



Gaining control over your finances will help you and your family over the coming months

The easiest way to assess your spending is to group your outgoings, for example:

- > Accommodation
- > Transport
- > Groceries
- > Bills
- > Entertainment
- > Debt repayments
- > Savings

Grouping expenses together is a good way to get an overall picture without getting caught up in detail.

While it may seem like this is could be a chore, reviewing three months of bank statements doesn't actually take that long, and can be a great reality check on what you are spending your money on!

Calculate your average monthly spend

Reviewing three months' worth of expenses means that quarterly bills should be included - electricity, rates etc. To ensure that your average monthly outgoing figure is as realistic as possible, split these over three months to get an average expense per month.

One final consideration is annual expenses e.g. car insurance. Again, these should be split out evenly over the year to ensure that each month includes a portion of the expense. Once you have done that you should have a clear picture of what your average monthly outgoings are.

Work out the difference

Reviewing and grouping your spending can really help in identifying the differences between your monthly income and your average monthly outgoings. The figure to compare here is your monthly expense and your post-tax figure that is actually paid into your bank account, rather than the pre-tax amount.

Calculating the difference between your income and outgoings will help you to identify whether you are comfortable with your current spending level, or if you feel that changes need to be made. One thing to consider is whether you're building a buffer to cater to unforeseen events in the future.

Size up your buffer

It is generally recommended that you have between six and twelve months of expenses saved, to ensure you're prepared for any disruption. Calculating your average monthly expenses makes it easier to work out your buffer in case the worst happens. Ideally this should be easily accessible so that it can be used when it's needed.

A savings account like the [Qudos Bank Bonus Saver](#) is a great way to keep your buffer separate from your day-to-day account while also earning interest on your balance.

Make a budget plan

Now that you know your spending habits and what your buffer should look like, it's time to make your plan for the future. A great way to do this is a monthly budget, which can then be further broken down into weekly budgets to make it easier to manage and track.

It's likely that your life has changed over the last few weeks, and as a result your spending habits will have changed too. The reduction in socialising, travel and eating out may have reduced your day-to-day expenses, which means your budget for the next couple of months may be lower than usual.

When making your budget plan, consider starting with the non-negotiables - the monthly expenses that are essential to putting food on the table and a roof over your head. Again, remember to include less frequent outgoings like electricity bills, insurance etc. split out across each month. Then, look at what life is going to look like over the next couple of months. You may be able to reduce some expenses, but also consider whether there are any costs that might increase. Your transport costs may be down, but will you be treating yourself to food delivery more to keep your spirits up? If you are able to rely on a steady income, this reduction in expenses could mean that it is a good time to build your buffer.

If income is less certain, then it may be time to see what expenses can be trimmed to ensure that you stay within your budget.

Consider plan B

While everyone hopes for the best, it's also good idea to plan for what might happen if your situation changes. So while it's good to create an everyday budget, in times of uncertainty, it's smart to also plan for what could happen if your income reduces. The [Australian Treasury website](#) has all of the information on how the Government is supporting individuals and households in the current coronavirus crisis.

Being prepared with a plan B means working out an alternative budget just in case you do need to rely on these safety nets for income, even if it's only for a little while.

Get into the budgeting mindset

The final step in the process is ensuring that you switch your mindset and everyday behaviour to allow for budgeting and saving. Here are some of the simple things you could do to help change how you approach budgeting and saving:

- **Meal prepping** - being organised with a weekly meal plan is a great way to ensure that you only spend money on the food that you need, rather than being distracted by impulse buys.
- **Keep track of progress** - keeping an eye on how you're tracking will keep you motivated and mean that you're more likely to stay on course. Seeing your balance grow, or even staying within your spending limits, is a great feeling - especially if budgeting is new for you.
- **Share your goals** - 'accountability' is a huge part of hitting any target and if you can share your target with a partner or family member, then organise a regular check-in to keep each other on track, you'll increase the likelihood of both of you sticking to your plan.
- **Treat yourself** - if you've been disciplined with budgeting and cutting costs, it can be a good idea to reward yourself with a treat. This doesn't need to be expensive - even something small to mark a milestone can make budgeting even more satisfying.

While we don't know what the immediate future holds, we do know that implementing these simple budgeting tips will likely help you take back some control over your finances in the face of uncertainty.

If you have been adversely affected by COVID-19, learn more about [Qudos Bank's Financial Relief Package](#) to support customers. Or, if you would like to discuss your individual financial circumstances then our support team is available on 1300 747 747 - Mon - Fri: 7am - 7pm (AEST) and Sat: 9am - 5pm (AEST).

Before opening an account with us, you should read our [Terms and Conditions for Savings Accounts and Payment Services](#) and [Financial Services Guide](#).

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#Rate only available for deposits of \$5,000 to \$1 million, call us if you'd like to apply for a higher term deposit amount on 1300 747 747. Interest can be payable monthly (standard terms only - 3, 6, 9 and 12 months) or at maturity (all available terms). This rate is also available for terms of 5, 7 and 11 months. The advice on this ad has been prepared without considering your objectives, financial situation or needs. Therefore, you should, before acting on the advice, consider its appropriateness to your circumstances. Before opening an account with us, you should read our Terms and Conditions for Savings Accounts and Payment Services, Supplementary Terms and Conditions for Term Deposits and Financial Services Guide on our website qudosbank.com.au or by calling 1300 747 747. Rates current as at time of publishing, subject to change. Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305 | BSB 708 865



Around the traps

ANTAR CHAHINE
CHIEF RISK OFFICER

How to stay safe from COVID-19 scams

A crisis can bring out the best in people as we pull together to help each other through. But a crisis can also bring new risks, as unscrupulous people try to take advantage of others' fears and uncertainty.

Unfortunately, there has been an increase in the frequency and severity of scams targeting Australians since the COVID-19 situation began. These are often variations on existing scams which have been tailored to the current circumstances.

Qudos Bank has a range of security measures in place to protect your security and privacy, but now more than ever it's important to stay vigilant and ensure you don't provide your personal, banking or superannuation details to anyone who contacts you directly, through any channel. Instead, only provide these details where you have initiated contact e.g. by calling an organisation yourself, or by typing their website into your device's browser.

StaySmart Online have identified the following scams to take note of:

Impersonation scams

Often known as 'phishing', impersonation scams try to make you believe that you're receiving correspondence from a trusted organisation and trick you into providing confidential information. This can be by asking you to click a link to an official-looking webpage page that asks for your log-in details, or through an email attachment that installs malware on your device to uncover usernames and passwords by tracking your keystrokes.

The key to staying safe and not falling victim to impersonation scams is to be cautious of any incoming communication via text messages, emails or social media. **If any message includes an attachment or a link to a website, don't click it.** Instead, go to the organisation's website and log-in separately, bypassing the link.



Phishing scams that are currently circulating include:

Government agency impersonation

As the Government coordinates its response to COVID-19, many agencies are involved in providing support to Australian citizens, including Centrelink, ATO, Services Australia and Medicare. Scammers are impersonating these agencies, sending emails and text messages with malicious attachments or links to websites intended to steal confidential information.

Examples that have been reported include:

- › Text messages from the sender 'GOV' offering COVID testing or safety guideline information.
- › Texts from the ATO offering a tax refund.
- › Emails from Services Australia communicating that a benefit subsidy has been approved.
- › Texts from Australia Post saying that a parcel has been delayed.

To avoid falling victim to these scams, ensure you access the relevant services directly through the MyGov portal, or the relevant website and never click a link contained in an incoming message.

Superannuation scams

For many people, their superannuation is their largest asset outside of home ownership. This makes it a large prize for scammers. Traditionally, it has been older people who are targeted by superannuation scammers, but with the COVID-19 relief measures allowing people suffering financial hardship to withdraw from their super fund early, people of all ages are now in scammers' sights.

It has been reported that scammers are cold-calling people claiming to be from organisations that can help people get early access to their super, aiming to gain access to the super fund itself, or to charge a fee for a service that isn't required.

Details of how to secure early access to superannuation are still being finalised but will be communicated by the ATO through their website and the MyGov portal.

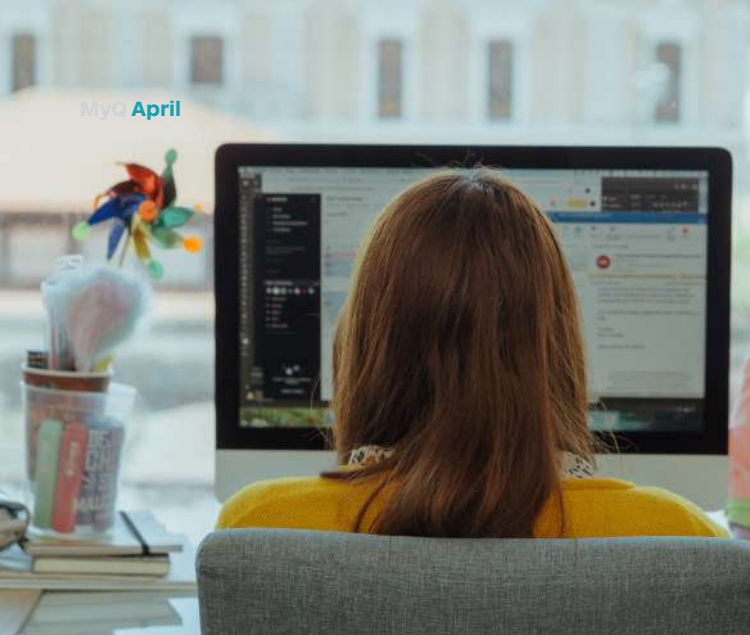


There is no need to use any type of third party or pay a fee to access this scheme.

As with all incoming communications, never give any confidential information to anyone who calls you directly. If you would like to speak to someone about your superannuation, use the number on your superannuation provider's website.

Flight and holiday refund scams

With the restrictions on international travel, many airlines are offering either refunds or replacement travel vouchers to allow flights to be rebooked at a later date. Airlines have reported that scammers are sending phishing emails with subject lines similar to: "Your flight is cancelled: collect your refund." As with other phishing scams, these click through to a malicious website which aims to harvest your details, so all links in emails should be ignored. If you want to talk to a travel provider about a potential refund or credit, contact them directly.



Work-related scams

Working remotely delivers its own challenges around communication, which scammers are currently trying to capitalise on. With more people working from home, an increase in Business Email Compromise (BEC) attacks have been reported.

Usually targeted at people in 'accounts payable' roles, BEC attacks involved scammers trying to trick employees of a company into transferring company money into the scammer's bank account by sending an email from a senior member of an organisation asking for funds to be transferred to resolve an urgent situation.

In 'regular' life, these attacks were often timed when the scammers knew that a senior member of an organisation would be travelling, so they couldn't be contacted to check whether a request to make a money transfer was authentic.

With many people working remotely, scammers appear to be issuing these requests more frequently in the hope that communication issues mean that payments are made without the authorisation request being checked.

- > If you receive a BEC attempt, notify the impersonated sender so they can prevent further BEC attempts.
- > Don't forward the malicious email. Instead, take a screenshot and send to your IT team so that they can secure the email account.

Web Conferencing Security

With the increase in working from home, web conferencing use has seen a huge increase and many people are accessing sensitive corporate data across home networks. Many of the most popular platforms were initially unprepared for the huge increase in users and the increase in hackers attempting to compromise users' systems using malware.

It has been reported that over 1,700 new domains with the name 'Zoom' in them have been registered since the beginning of the year, and it is estimated that many of these are likely to be used as 'lookalike' domain names that try to impersonate legitimate websites. The major web conferencing platforms – Microsoft, Google and Zoom – have all decided to pause the development of new features to focus on security and privacy during the COVID-19 crisis.

While new features are rolled out, it's important to stay vigilant with any invitations you receive. **Always check the URL of any meeting invitation and be wary of clicking on links and opening unknown attachments**, as they could result in malware being installed on your device.

Online shopping scams

The COVID-19 crisis has resulted in shops running out of many items - from toilet paper to hand sanitiser to protective masks.

Reports have emerged of fake online stores offering to supply in-demand items at low prices, or even selling products that don't even exist e.g. COVID-19 testing kits. These websites may appear legitimate but take payment with no intention of delivering the product.

If you are considering buying from a website you're not familiar with, the best way to check whether it is a legitimate source is to **check for online reviews from a trusted third party e.g. Google**. Alternatively, restrict your online purchases to vendors that you are familiar with.



Check for online reviews
from a trusted third party

Stay vigilant and stay safe

The news and social media are dominated by COVID-19, which is adding stress and uncertainty to our lives. Scammers know this and are increasing their attacks, which means that we all need to be more alert. To keep yourself safe, key things to remember are:

- > Don't let anyone pressure you into making quick decisions. Take your time and consider who you are dealing with.
- > Don't click on links from sources you don't know. They could download malware onto your computer or device.
- > Don't open attachments or click on links in emails, text messages or social media messages you've received from strangers – just press delete.

If you have been targeted by a scam relating to your Qudos Bank account, forward the hoax email or scam details to fraudwarnings@quodosbank.com.au, or contact us on 1300 747 747 (Mon-Fri 7am-7pm and Sat 9am-5pm).

Non-Qudos related scams should be reported to the Australian Competition & Consumer Commission's [Scamwatch](#) to allow them to investigate and ensure that everyone can be made aware of the scam.



Don't click on links from sources you don't know



In the community



Property 101 when buying or selling

WBP Property Group have created a video for Qudos Bank, designed to help you navigate the property market.*

This seminar covered important tips on buying, selling and increasing the value of your property. It covers what to look for with regards to the locations and properties that might suit your needs, what to look out for, valuation tips and how to add value to an existing property.

The recording of this seminar is now available for all our customers to watch at www.qudosbank.com.au/seminar.



These seminars are created specifically for our customers

Your safety is our priority

In February we conducted one of our ongoing Fraud Seminars in Brisbane. These seminars are created specifically for our customers, to help you understand how to identify scams, how to protect yourself and what to do if you believe you have been a victim of a scam.

With digital platforms becoming increasingly popular, it is important to understand the actions and steps to protect yourself.

For more information on fraud and ensure you or your family don't fall victim to a scam, visit www.qudosbank.com.au/Security.



*Qudos Bank is not related to WBP Group Property and any advice or recommendations given by WBP Group Property is that of WBP Group Property and not Qudos Bank. The information on this page is of a general nature and has been prepared without considering your objectives, financial situation or needs. Before acting on the information, consider its appropriateness to your circumstances. All Qudos Bank loans are subject to approval. Normal lending criteria and fees and charges apply. Terms and conditions apply and are available on request. Mortgage insurance is required for home loans over 80% and is subject to approval. You should read and consider the relevant Terms and Conditions and our [Financial Services Guide](#) before deciding to obtain any of our financial products and services. These documents are available on our website or by calling 1300 747 747.

Supporting our community

Supporting our community

Over the last few months, we were proud to be able to give back to our community through bushfire relief donations. In January we pledged \$150,000 to assist in the ongoing relief efforts from the devastating fires that impacted communities around Australia.

Our donation addressed how we can help communities **now**, through the South Australian Bush Fire Appeal, **tomorrow**, through the efforts of the Foundation for Rural & Regional Renewal and towards the **future** with Reforest Now. These three worthy causes are making an impact on our communities by supporting people, wildlife and the environment.



Our customers

To further this donation, we reached out to you, our customers, to ask what smaller charities and organisations you believed deserved support to help in the bush fire appeal. We were overwhelmed with many passionate responses and we'd like to thank all of our customers who submitted an entry.



We are proud to be able to give back to our community

After much consideration, the charity selected to receive the \$10,000 donation is Bush Heritage Australia. Bush Heritage Australia is an independent not-for-profit that buys and manages land, and also partners with Aboriginal people, to conserve our magnificent landscapes and our irreplaceable native species forever.

They protect and manage over 11.3mil hectares of land across Australia, of which they own 1.2mil hectares across 37 reserves, with 10.1mil protected through the 25 Aboriginal Partnerships. There are 6,359 natives species of plants and animals that call the reserves home, including 243 threatened species and 71 endangered species.

During the recent fires, the Bush Heritage Australia Scottsdale Reserve in New South Wales was heavily impacted with around 60% of the reserve burnt. These funds will positively assist in restoring and protecting this habitat through damage assessment, planning and replanting the area.

To read more about Bush Heritage Australia visit www.bushheritage.org.au/.



Wellbeing with Wendy

WENDY HADENHAM
EXECUTIVE MANAGER HUMAN RESOURCES

Caring for your emotional wellbeing during COVID-19

As strict lockdown measures come into effect across the country, and the words 'stay at home' 'social distancing' and 'self-isolate' continue to circulate on our screens, we can be left feeling worried, anxious and overwhelmed. And with more people's home's becoming their work environment, taking care of our emotional wellbeing and mental health is as important as ever.

Simple tips to stay on top of your emotional wellbeing

Maintain a healthy lifestyle

- › Stay connected - it is very important that you continue to maintain relationships with friends and family and connect with them via social platforms, phone calls, email or video/skype.
- › Maintain healthy eating - by eating nutritious foods such as fruits and vegetables.
- › Stay active - aim to set time aside for exercise as this can help reduce stress. There are numerous exercises which can be done at home.
- › Get better quality sleep - if worries are keeping you awake, write them down and plan to address them the next day.
- › Consider activities that you enjoy and find relaxing e.g. reading or watching movies.



Stay informed

- > Follow a “calm yet cautious” approach – do your best to remain calm and be mindful not to contribute to the widespread panic that can hinder efforts to positively manage the outbreak. Ensure you are following directives issued by the Government, medical advice and observe good hygiene habits.
- > News and media - this can sometime increase feelings of fear and anxiety. Perhaps consider limiting your exposure to these mediums and choose specific times of day of when you will get updates.
- > Information - always ensure information received are from reputable and reliable sources. The Australian Government Department of Health is the main website which contains all the latest information on COVID -19. For information on the global response, visit the World Health Organisation page.

See links below:

1. [Australian Government Department of Health](#)
2. [World Health Organization](#)
3. [Coronavirus Australia app \(click to download\)](#)

Remember to stay positive and show compassion and kindness to one another. These times of fear, isolation (both physical and social) and uncertainty are when it is most important that we strengthen our sense of community by connecting with and supporting each other.

Emotional wellbeing whilst working from home

For the next few months, working from home will be the norm for many Australians. However, with this, it can bring on the feeling of being alone, especially if you're used to being around a lot of people or working in a team environment. Positive mental wellbeing is critical during this time.

Tips on managing your mental health whilst working from home

- > Set up a dedicated home workspace – including good lighting, comfortable desk and chair.
- > Incorporate regular exercise breaks – aim to get up every hour.
- > Continue to include social interaction in your day and engage with colleagues.
- > Take a break outside and spend time in the fresh air and nature or with your pets.
- > Keep the kitchen stocked with healthy food.
- > Maintain productivity – by creating routines, writing to do lists, single focus on work tasks and set realistic deadlines.

Above all, it's important that you remember to be kind to yourself and if you do require any assistance, there are a number of resources through charity and support groups which are available.

