

# National Anti-Scam Centre Advisory Board

## Communique

2 May 2024

The National Anti-Scam Centre Advisory Board (the Advisory Board) met on Tuesday, 16 April.

The Advisory Board discussed a case study involving a consumer impacted by an impersonation email purporting to be from PayPal. The case study raised issues of differing scheme rules for different credit and transaction accounts, dispute resolution wait times and the importance of consistency of response to scam victims.

The Australian Charities and Not-for profits Commission (ACNC) presented to the Advisory Board on the role of the ACNC with a focus on fake (scam) charities and scams risks for charities. The Advisory Board discussion focussed on how members could leverage and amplify the work of the ACNC.

The Advisory Board Members provided updates on various scams awareness and disruption activities they are undertaking; including a discussion on international collaboration with law enforcement and the potential to formalise data sharing to assist Australian scam victims.

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

- possible topics for the next Fusion Cell, with members providing feedback; and
- the online Industry Forum held in March which was attended by 100 participants, mostly from businesses and peak bodies from a range of industries at higher risk of false billing and business email compromise scams. The forum included a presentation by the Australian Taxation Office on e-Invoicing as a means of reducing susceptibility to scams.

The next meeting of the Advisory Board will be on 14 May 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, represented by Chris Taylor
- 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)