



## Tasmanian Perpetual Trustees

### Security Alert

#### Tasmanians targeted by email scam

Tasmanian Perpetual Trustees are committed to protecting their customers against any potential threats to personal banking security. As such, we would like to make sure all customers are aware of the scams and fraud attempts currently circulating.

Malware, short for **malicious software**, is software used to disrupt your computer, gather sensitive information, or gain access to private computer systems. A new and dangerously effective version of this software, called Hesperbot malware, has begun targeting Australian banks, and other financial institutions including MyState.

To get the malware on to your computer or smartphone, scammers send phishing emails that look like they're from a reputable company – for example, a postal tracking notification email or invoice. The email will contain a link for you to click on. If you do click on the link, it will allow the malware to download onto your device.

The malware installed from phishing emails aims to obtain customers' login details so scammers can gain access to your bank account. You might mistakenly download this after seeing a pop up notification, caused by the malware, advising that you need to install the 'security update' or 'app', in order to use your online banking. The Hesperbot malware may also lure Symbian, Blackberry or Android phone users into downloading a fake banking application designed to steal your banking credentials.

#### **What to do:**

- Do not install this 'app' or 'security update'
- Make sure your genuine security software is up to date on your computer or mobile device

**Remember:**

- Only download security software from a reputable source that you know and trust
- Be suspicious of unsolicited emails. Do not open suspicious emails, click on their links or attachments. Simply delete the message.

The malware is designed to steal your Internet Banking access details as they are entered into your computer or mobile device, using key logging, screen shot capture and video capture software.

Tasmanian Perpetual Trustees will **NEVER** ask you to download or install any software on your computer or your phone. If something looks different to what you're used to or seems a little off when logging in to TPTL Online, **do not proceed**. Contact us immediately on 1300 138 044, drop into your nearest branch or visit our [Security](#) page for a list of the ways you can ensure your TPTL Online session is secure.

You can stay on top of current fraud and scam attempts by visiting the Australian Government's [SCAMwatch](#) and [Stay Smart Online](#) websites.