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ANZ customer scam losses fall despite increased scam activity

ANZ has recorded a significant reduction in customer scam losses, despite cybercriminals continuing to evolve their scam activity, according to new data released during Scams Awareness Week.

Between October 2025 and June 2026, ANZ customer scam losses fell by 24 per cent compared with the same period the previous year. During that time, ANZ also prevented and recovered more than \$100 million in scam and fraud-related funds.

ANZ Scams Lead, Ben Verhoef, said the results demonstrate the impact of continued investment in protecting customers from scams.

“While scammers continue to evolve their tactics and increase their activity, it's encouraging to see customer losses continue to trend downwards. The reduction in losses shows that investments across prevention, detection, disruption and customer education are making a real difference.

“Scams remain one of the most significant financial threats facing Australians, and Scams Awareness Week is an important reminder that staying safe requires ongoing vigilance from customers, banks, telecommunication providers, digital platforms and other sectors alike. Staying informed and sharing stories about emerging scams and protecting your personal and banking information are key to staying one step ahead.”

From the period October 2025 to June 2026:

- ANZ customer scam losses fell by approximately 24%.
- ANZ successfully prevented and recovered more than \$100 million in scam & fraud-related funds.
- ANZ First Responders team played a critical role, resolving 94% of scam-related calls at first contact and handling nearly 170,000 calls during the reporting period.
- More than 476,000 payments were abandoned after a Confirmation of Payee mismatch warning during the period.

Despite the positive trend, ANZ is warning customers not to become complacent, as scammers are always looking for ways to improve their attempts.

Goods and Services scams, such as online shopping traps, remained the most common scam type experienced by ANZ customers during the reporting period, followed by Impersonation (non-bank), Investment, Romance and Friendship, and Bank Impersonation scams.

ANZ Branch Manager, Bourke Street, Christine McGaw said branch teams regularly see the impact scams can have on customers and are committed to helping people stay safe.

“Scams are becoming increasingly sophisticated and can appear genuine at first glance, making them more difficult to detect. We encourage people to pause, ask questions and seek support if something doesn't feel right. A quick conversation with your bank, a family member or a trusted friend could make all the difference in helping prevent financial loss.

“Our branch teams are passionate about helping customers recognise the warning signs of scams and protect themselves from fraud. If you're ever unsure about a payment request, message or phone call, visit your local branch and speak with a member of our team before taking action.”

During Scams Awareness Week, ANZ will support customers and communities through educational resources, community outreach activities and practical guidance designed to help Australians recognise and avoid scams.

The bank continues to invest in financial education and scam awareness initiatives as part of its broader financial wellbeing strategy, including its Financial Wellbeing Workshops and MoneyMinded scam awareness modules.

For media enquiries contact:

Alexandra La Sala
Public Relations Advisor
Tel: +61 499 292 554

Kate Power
Public Relations Manager
Tel: + 61 481 547 556

ANZ's customer protection teams and systems operate 24/7. Customers who believe they may have been a victim of a scam should contact us immediately, on 13 13 14 or visit us at <http://www.anz.com.au/security/report-fraud/> for more information.

For more information on the types of scams and how to protect yourself visit <http://www.anz.com.au/security/types-of-scams>.



About ANZ Scam Safe: To assist the community in remaining aware and alert to the constantly changing scams and fraud environment, ANZ has launched *Scam Safe*.

Scam Safe highlights the latest cyber security and fraud issues impacting the community and what ANZ is doing to help protect our customers.

To stay *Scam Safe*, ANZ encourages customers to learn their security ANZ's:

A: Always be wary

N: Never share personal information, with anyone

Z: Zoom in on the details, they matter