



MEDIA RELEASE

nbn helps 50,000 Australians get 'ScamFit' to combat nbn impersonation scams

ScamFit gives Australians the skills to fight back against scammers with the goal of helping reduce the impact of nbn® impersonation scams, which have cost Australians over \$1.5 million this year

7 November 2022: After successfully arming 10,000 Australians with the skills to identify and manage nbn impersonation scams in 2021, nbn's scams education program, ScamFit, is back for round two.

This year, nbn wants at least 50,000 Australians to step into the ring and get ScamFit through a series of [online and in person workshops](#) over the next 12 months.

nbn Chief Security Officer Darren Kane said, "We believe everyone should enjoy the benefits of the nbn network, but we also have a responsibility to help people use it safely and securely. While older Australians are the most vulnerable to nbn impersonation scams and make up almost one quarter of this year's reports, the ScamFit program aims to equip all Australians with the skills and know-how to identify, respond to, and report such scam attempts."

The latest research from the Australian Competition and Consumer's (ACCC's) Scamwatch – released in time for Scams Awareness Week, which kicks off today – reveals 4,386 people in Australia were targeted by nbn impersonation scams between January and September 2022, with reported losses totalling \$1,580,213.

"We also know that only around 13% of victims report any type of scam to Scamwatch which means the prevalence of nbn impersonation scams and losses is far greater than this," said Mr Kane.

NSW (\$553,204), Queensland (\$470,191) and WA (\$254,909) reported the highest number of losses so far this year. Victoria, which was number two last year, fell to fourth place with \$216,234 lost to nbn impersonation scams.

Compared to the same time period as 2021, there were 2,072 less reports of nbn impersonation scams nationally between January and September this year, however \$151,738 more has been lost to such scams this year.

"Every year, scammers become more sophisticated in their approaches and strategies to extort money. They know how to sound convincing, tap into our everyday behaviours, and can create a sense of urgency which can throw people off.

"We want to help all Australians build their confidence and competence to recognise scam attempts, learn how to shut down a conversation and avoid being tricked or making a mistake," said Mr Kane.

Losses to nbn impersonation scams are primarily due to 'remote access scams', one of the largest growing online crime types in Australia. In this scenario, a scammer will call and request access to a person's devices, gain access to their banking credentials, and then transfer money. The scammer often claims that the person's computer or device has been hacked, and they can fix it via remote access.

“Scammers often use current events such as **nbn** full fibre upgrades to legitimise their reasons for contact. The rule of thumb is, if someone claiming to be from **nbn** contacts you and says you’ve been hacked, you’re going to be disconnected or asks to remotely access your devices, hang up on them and report it to the ACCC’s Scamwatch.”

Mr Kane also stressed the importance of reporting scams to Scamwatch, “it helps create a clearer picture of the level of scam activity happening across the country to enable us to have the right measures in place to help keep Australians safe online”.

On Tuesday 8th November at 12.00pm AEDT, **nbn** is running a national, online ScamFit workshop which is free for anyone to attend. The workshop will be hosted by Rebecca Moonen, **nbn**’s Cyber Safety Outreach Manager and will run for 60 minutes, covering how to successfully identify and report a scam, and how to protect your personal information from cyber criminals. Registrations are essential, [visit our event page](#) to find out more.

“From Modbury (SA) to Canning (WA) to Inverell (NSW), and across the country, we’ll also be running more than 100 in person and online ScamFit workshops, throughout the next 12 months,” said Mr Kane.

A number of these sessions are run in partnership with the Australian Seniors Computer Club Association, the national peak body for seniors and technology.

Nan Bosler, Emeritus President of the Australian Seniors Computer Club Association said, “While people over the age of 65 are often the most vulnerable to **nbn** impersonation scams, we know that given the right skills and training, there’s no reason older Australians can’t arm ourselves against scammers – and maybe teach younger Australians a thing or two about getting ScamFit.

“There’s no need to be scared of technology, once you know how to use it safely and protect yourself from harm, there is so much to be enjoyed from it,” continued Ms Bosler.

Tips from nbn on how to protect yourself from being scammed

1. **Know the signs:** **nbn** will never call to say you’ve been hacked, and ask to remotely access your devices.
2. **Protect yourself:** Use multi-factor authentication whenever you can.
3. **Trust your gut:** If something looks too good to be true, it probably is.
4. **Protect your information:** Use a different password for each account – then if one is breached, the others won’t be.
5. **Don’t engage:** Hang up on scammers and delete their texts and emails. Then, report it to the ACCC’s [Scamwatch](#).

To find out more about ScamFit, attend a ScamFit workshop or local event, visit [nbn’s community events page](#).

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Notes to the editor

nbn impersonation scams data provided by the ACCC's Scamwatch

2022 v 2021: National figures, 1 January – 30 September both years

State		2022 (1 January – 30 September)		2021 (1 January – 30 September)	
		Losses	Reports	Losses	Reports
Australia	↑	\$1,580,213	4,386	\$1,428,475	6,458

2022 v 2021: National and state comparison, 1 January – 30 September 2022 v Full Year 2021

State & Ranking		2022 (1 January – 30 September)		2021 (1 January to 31 December)	
		Losses	Reports	Losses	Reports
Australia	-	\$1,580,213	4,386	\$2,476,371	8,164
1. NSW	-	\$553,204	1,479	\$1,147,587	2,794
2. QLD	↑	\$470,191	796	\$374,212	1,430
3. WA	↑	\$254,909	437	\$261,269	597
4. VIC	↓	\$216,234	1,135	\$582,075	2,352
5. ACT	↑	\$39,747	133	\$4,575	253
6. SA	↓	\$27,189	301	\$53,353	535
7. TAS	-	\$11,250	74	\$21,800	132
8. NT	↓	\$4,359	28	\$31,500	62
State not provided or overseas	-	\$3,130	3	N/A	9

Top 15 postcodes nationally that lost money to nbn impersonation scams (1 January – 30 September 2022)

See below for expanded data on NSW, QLD, WA and VIC.

Rank	Postcode	State	Suburbs	Reports	\$ lost
1	2031	NSW	Clovelly, Randwick, St Pauls	4	\$188,938
2	2153	NSW	Baulkham Hills, Bella Vista, Norwest, Winston Hills	5	\$50,000
3	4171	QLD	Balmoral, Bulimba, Hawthorne	2	\$49,980
4	2212	NSW	Revesby	3	\$48,754
5	4118	QLD	Browns Plains, Forestdale, Heritage Park, Hillcrest, Regents Park	4	\$40,000
6	4500	QLD	Bray Park, Brendale, Cashmere, Clear Mountain, Joyner, Strathpine, Warner	5	\$33,000
7	4216	QLD	Biggera Waters, Coombabah, Hollywell, Paradise Point, Runaway Bay, South Stradbroke	1	\$31,830
8	3056	VIC	Brunswick	8	\$30,000
9	4490	QLD	Barringun, Coongoola, Cunnamulla, Cuttaburra, Humeburn, Jobs Gate, Linden, Noorama, Tuen, Widgeeogoara, Yowah	3	\$30,000
10	4566	QLD	Noosaville	7	\$29,969

Rank	Postcode	State	Suburbs	Reports	\$ lost
11	2250	NSW	Bucketty, Calga, Mangrove, Gosford, Erina, Glenworth Valley, Greengrove, Holgate, Kariong, Kulnura, Lisarow, Matcham, Mooney Mooney Creek, Mount Elliot, Mount White	19	\$25,000
12	2780	NSW	Katoomba, Leura, Medlow Bath	5	\$25,000
13	2621	NSW	Anembo, Bungendore, Bywong, Forbes Creek, Hoskinstown, Primrose Valley, Rossi	1	\$22,774
14	6027	WA	Beldon, Connolly, Edgewater, Heathridge, Joondalup, Mullaloo, Ocean Reef	5	\$21,699
15	2913	ACT	Casey, Franklin, Ngunnawal, Nicholls, Palmerston, Taylor	7	\$20,000

Top 10 postcodes in NSW that lost money to nbn impersonation scams (1 January – 30 September 2022)

Rank	Postcode	State	Suburbs	Reports	\$ lost
1	2031	NSW	Clovelly, Randwick, St Pauls	4	\$188,938
2	2153	NSW	Baulkham Hills, Bella Vista, Norwest, Winston Hills	5	\$50,000
3	2212	NSW	Revesby	3	\$48,754
4	2250	NSW	Bucketty, Calga, Mangrove, Gosford, Erina, Glenworth Valley, Greengrove, Holgate, Kariong, Kulnura, Lisarow, Matcham, Mooney Mooney Creek, Mount Elliot, Mount White	19	\$25,000
5	2780	NSW	Katoomba, Leura, Medlow Bath	5	\$25,000
6	2621	NSW	Anembo, Bungendore, Bywong, Forbes Creek, Hoskinstown, Primrose Valley, Rossi	1	\$22,774
7	2082	NSW	Berowra	2	\$20,000
8	2026	NSW	Bondi, Tamarama	9	\$19,800
9	2070	NSW	Lindfield	3	\$15,000
10	2063	NSW	Northbridge	2	\$15,000

Top 10 postcodes in Queensland that lost money to nbn impersonation scams (1 January – 30 September 2022)

Rank	Postcode	State	Suburbs	Reports	\$ lost
1	4171	QLD	Balmoral, Bulimba, Hawthorne	2	\$49,980
2	4118	QLD	Browns Plains, Forestdale, Heritage Park, Hillcrest, Regents Park	4	\$40,000
3	4500	QLD	Bray Park, Brendale, Cashmere, Clear Mountain, Joyner, Strathpine, Warner	5	\$33,000
4	4216	QLD	Biggera Waters, Coombabah, Hollywell, Paradise Point, Runaway Bay, South Stradbroke	1	\$31,830
5	4490	QLD	Barringun, Coongoola, Cunnamulla, Cuttaburra, Humberburn, Jobs Gate, Linden, Noorama, Tuen, Widgegoara, Yowah	3	\$30,000
6	4566	QLD	Noosaville	7	\$29,969
7	4209	QLD	Coomera, Pimpama, Willow Vale	1	\$20,000
8	4303	QLD	Dinmore, New Chum, Riverview	1	\$20,000
9	4557	QLD	Mooloolaba, Mountain Creek	1	\$15,000

Rank	Postcode	State	Suburbs	Reports	\$ lost
10	4020	QLD	Newport, Redcliffe, Scarborough	2	\$14,900

Top 10 postcodes in Western Australia that lost money to nbn impersonation scams (1 January – 30 September 2022)

Rank	Postcode	State	Suburbs	Reports	\$ lost
1	6027	WA	Beldon, Connolly, Edgewater, Heathridge, Joondalup, Mullaloo, Ocean Reef	5	\$21,699
2	6171	WA	Baldivis	4	\$20,000
3	6014	WA	Floreat, Jolimont, Wembley	3	\$20,000
4	6280	WA	Abba River, Abbey, Acton Park, Ambergate, Anniebrook, Boallia, Bovell, Broadwater, Busselton, Carburnup River, Champman Hill, Geographe, Hithergreen, Jindong, Kalgup, Kaloorup, Kealy, Ludlow, Marybrook, Metricup	2	\$20,000
5	6062	WA	Embleton, Morley, Noranda	2	\$19,975
6	6021	WA	Balcatta, Stirling	4	\$19,880
7	6061	WA	Balga, Mirrabooka, Nollamara, Westminster	6	\$14,786
8	6056	WA	Ashby, Darch, Hocking, Kingsway, Landsdale, Madeley, Pearsall, Sinagra, Tapping, Wangara, Wanneroo	5	\$14,000
9	6077	WA	Gnangara, Jandabup	1	\$12,000
10	6053	WA	Bayswater	2	\$10,000

Top 10 postcodes in Victoria that lost money to nbn impersonation scams (1 January – 30 September 2022)

Rank	Postcode	State	Suburbs	Report #s	\$ lost
1	3056	VIC	Brunswick	8	\$30,000
2	3030	VIC	Cocoroc, Point Cook, Quandong, Werribee	5	\$20,000
3	3137	VIC	Kilsyth	4	\$19,979
4	3795	VIC	Silvan	1	\$19,600
5	3190	VIC	Highett	3	\$16,790
6	3029	VIC	Hoppers Crossing, Tarneit, Truganina	7	\$14,348
7	3214	VIC	Camberwell, Hartwell	1	\$10,220
9	3163	VIC	Carnegie, Glen Huntly, Murrumbeena	7	\$10,000
8	3145	VIC	Caulfield East, Central Park, Darling, Malvern East	5	\$10,000
10	3174	VIC	Noble Park	1	\$9,800

Age groups and number of reports and losses

Age group	2022 (1 January – 30 September)		2021 (1 January to 31 December)	
	Losses	Reports	Losses	Reports
Under 18	\$-	5	\$-	15
18 – 24	\$16,608	128	\$17,722	181
25 – 34	\$80,627	485	\$31,586	901
35-44	\$72,210	641	\$47,877	1191

	2022 (1 January – 30 September)		2021 (1 January to 31 December)	
45-54	\$149,437	677	\$180,471	1130
55-64	\$362,386	520	\$331,329	1167
65+	\$875,335	919	\$1,689,792	1720
Age not provided	\$23,610	1011	\$177,594	1859
Total	\$1,580,213	4386	\$2,476,371	8164