

Take control of your financial wellbeing.

Financial Education program for those who serve Queensland.

YOUR PARTNER IN BANKING

QBANK 

QBANK's Financial Wellbeing Program

Financial Education Program		
Lifestyle	Managing Debt	Property
<p>Introducing QBANK</p> <ul style="list-style-type: none"> - The benefits of a Member Owned bank - Our tailored credit criteria 	<p>Understanding your credit history</p> <ul style="list-style-type: none"> - What it is and how to check it - Building a good credit history 	<p>Buying a home</p> <ul style="list-style-type: none"> - Seven steps to buying a home - Costs, first home owner's grant
<p>Financial Wellbeing – Are you Financially Fit?</p> <ul style="list-style-type: none"> - Financial Wellbeing and Life Events - Triggers that can impact our Financial Wellbeing 	<p>Understanding credit cards</p> <ul style="list-style-type: none"> - Smart ways to use your credit card - Balance transfers explained 	<p>Building your home</p> <ul style="list-style-type: none"> - Selecting a builder - Financing the build, options
<p>Moving out and renting</p> <ul style="list-style-type: none"> - Choosing where to live - Understanding renting and leases 	<p>Debt consolidation</p> <ul style="list-style-type: none"> - What it is and the benefits - How to consolidate debt 	<p>Renovating your home</p> <ul style="list-style-type: none"> - Managing a renovation budget - Considerations and what to think about
<p>Protecting your lifestyle</p> <ul style="list-style-type: none"> - Scams and Fraud - What to do if you have been a victim of a scam 	<p>Buying a car</p> <ul style="list-style-type: none"> - Private vs. car yard - Finance and insurance 	<p>Buying an investment property</p> <ul style="list-style-type: none"> - Why property? - Financing, tax & negative gearing
<p>Women and finance</p> <ul style="list-style-type: none"> - Lifestyle events affecting women - Financial considerations 	<p>Budgeting</p> <ul style="list-style-type: none"> - Tools and tips - Managing bills, expenses/bill smoothing 	<p>Convert your home to an investment</p> <ul style="list-style-type: none"> - Considerations - Who to advise
<p>Travelling</p> <ul style="list-style-type: none"> - Planning and funding - Insurance 	<p>Living with a home loan</p> <ul style="list-style-type: none"> - Loan features – what do you need? - Refinancing – is it an option? 	<p>Moving into your investment property</p> <ul style="list-style-type: none"> - Preparations - Considerations
<p>Kids and money</p> <ul style="list-style-type: none"> - Educating early – tools and tips - Good money habits 	<p>Managing Finances in Challenging Times</p> <ul style="list-style-type: none"> - Understanding your current financial situation - Managing changes in income 	<p>Downsizing</p> <ul style="list-style-type: none"> - Are you ready? - Costs, financing

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Financial wellbeing⁹

“Financial wellbeing is when a person is able to meet expenses and has some money left over, is in control of their finances and feels financially secure, now and in the future”

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Protecting Your Lifestyle from Scams and Fraud

This information is general in nature and does not take into account your objectives, financial situation or needs, therefore, you should consider whether this information is appropriate for your personal circumstances before making a financial decision.



Keeping your money safe



1. Protecting yourself throughout life events
2. Scams and Fraud by the numbers
3. Types of Scams

4. How to protect yourself
5. What to do if you've been scammed
6. Next steps

Protecting yourself

- Scammers do not discriminate!
- Scams target people of all backgrounds, ages, and income level
- It can take months to reclaim your identity
- The true cost of scams is far more than just financial... it leads to emotional stress and can have life changing consequences for many individuals, families and businesses



Scams and fraud by the numbers

- **239,225** frauds or scams were reported to Scamwatch in 2022!
- **\$568m** reported lost to Scamwatch in 2022
- Average scam loss was **\$12,742** and increase of **84%** since 2020
- **\$1.8 Billion** was the total combined losses reported to Scamwatch, ReportCyber, 12 financial institutions and government agencies
- One third of scam victims don't report to anyone which vastly understate the extent of these scams!



Scams and fraud by the numbers - 2023



280,292 Fraud or scams
were reported to Scamwatch in 2023



\$455m was reported as lost to
Scamwatch in 2023

Scams and fraud by the numbers

- Total \$ amount lost to scams and fraud in 2023:
 - **58%** were males with a total of **\$262M** reported as lost
 - **49%** were females with a total of **\$192M** reported as lost
- Financial losses due to scams and fraud in 2023 reported:
 - **51%** reported by females and
 - **49%** by males
- Scammers are likely to target older people as often they have more money or have accumulated more wealth than younger people...
- The **65 and over age group** with **67,000 reports** accounted for **\$114M** of all financial losses to scams and fraud during 2023

Top 3 scams in Australia

Losses in 2023 Scams and fraud by the numbers



\$259 million
lost to
investment scams



\$39 million
lost to
dating and **romance**
scams



\$60 million
lost to
payment direction
scams

How to protect yourself from scams

Protect your personal information

- Government and other legitimate organisations will never ask you to update details or pay/receive money by clicking a link
- If you received a phone call from someone you don't know asking for personal information, hang up
- Be alert to the fact that scams exist. If it sounds too good to be true it probably is...

From: info@virtuoso.eu.com [mailto:info@virtuoso.eu.com] On Behalf Of Australian Taxation Office
Sent: Sunday, 27 July 2014 9:08 AM
To:
Subject: Tax Refund Notice!
Importance: High



Australian Government



Tax Refund Confirmation

After the last annual calculations of your fiscal activity, we have determined that you are eligible to receive a tax refund of 768.50 AUD. Please submit the tax refund request and click here by having your tax refund sent to your bank account in due time. Please Click "Get Started" to have your tax refund sent to your bank account, your tax refund will be sent to your bank account in due time take your time to go through the bank we have on our list.

[Get Started](#)

Note : A refund can be delayed a variety of reasons, for example submitting invalid records or applying after deadline.

Best Regards

Australian Taxation Office



Australian Government
Australian Taxation Office

How to protect yourself from scams

How to avoid scams:

- If you receive a text message that contains a link, **do not click on the link** unless you are confident it's legitimate
- **Never provide any of your personal or banking details** to someone you don't know and trust, and never provide banking passcodes to anyone
- If you receive a suspicious request from someone who says they represent an organisation or government agency, **call back using details you find in an independent search, rather than details they give you**

Scams come in many forms

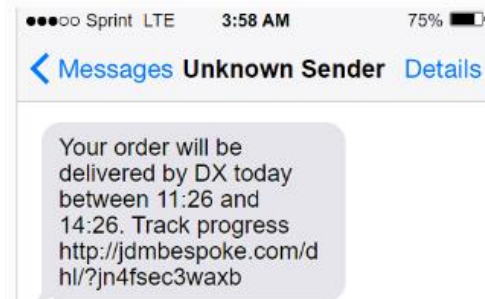
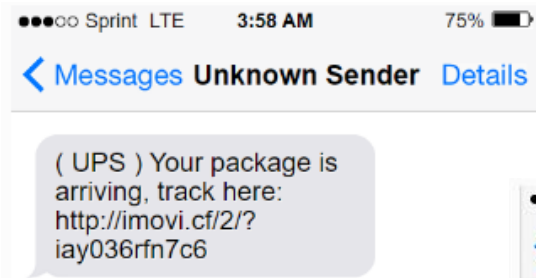
- COVID-19 (Coronavirus) scams
- Attempts to gain your personal information
- Buying or selling
- Dating & romance
- Fake charities
- Superannuation and Investment scams
- Jobs & employment
- Threats & extortion
- Unexpected money, winnings or travel prizes
- Flubot scams
- **QRshing**



Types of Scams

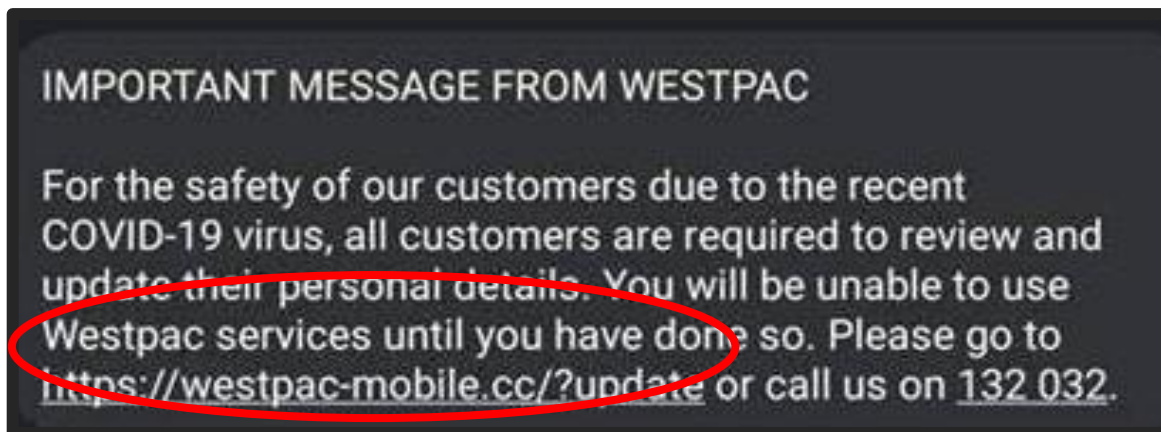
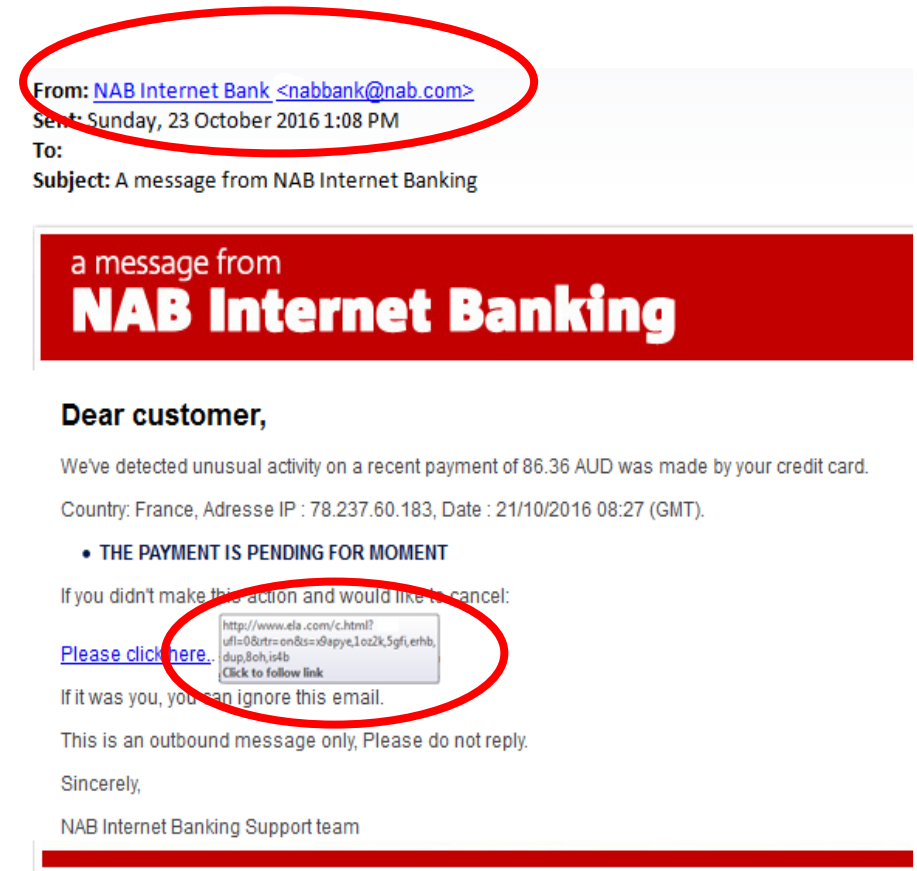
Popups appearing to be antivirus software and messages are designed to get the user to call or click a link that leads to a virus

- **Never** click on any links or buttons you're unsure of
- To safely close these windows hold the **Alt+F4** key
- Perform a virus scan



QBANK Security

- QBANK and other legitimate organisations will never send an email or text message asking for any account or financial details.
- This includes updating your login details for Phone, Mobile or Internet Banking funds externally.
- Never share your internet banking password or *One Time Payment (OTP)* password.



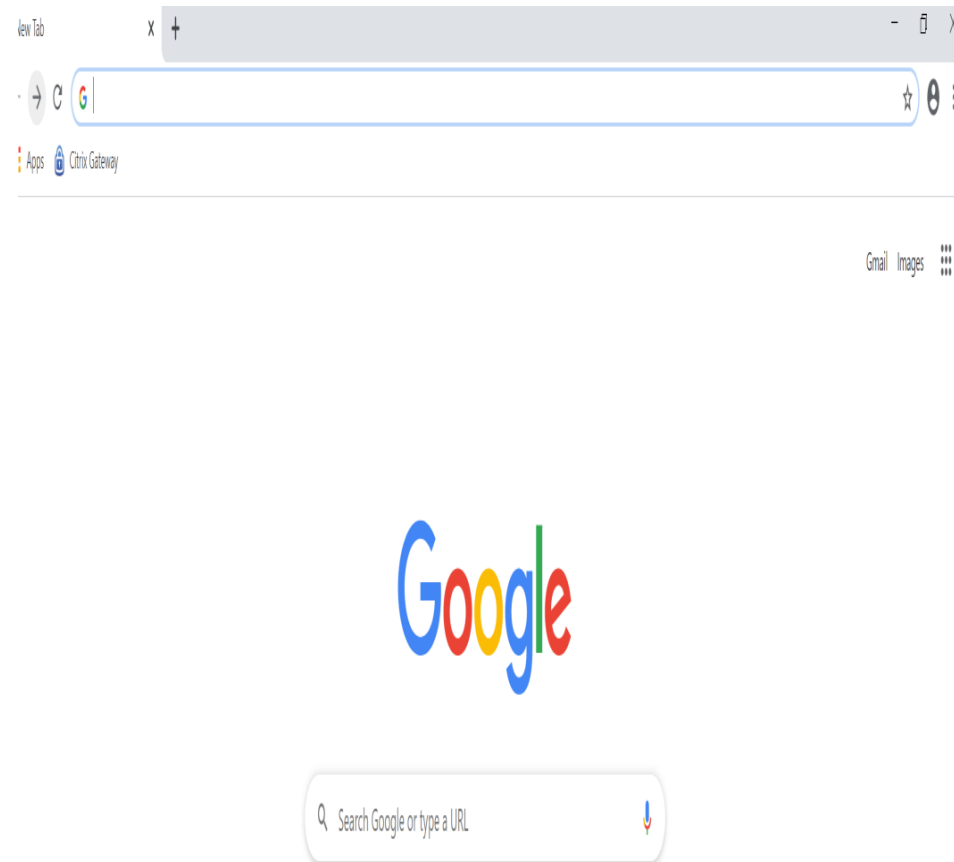
How to protect yourself from scams

Protecting your credit cards and passwords

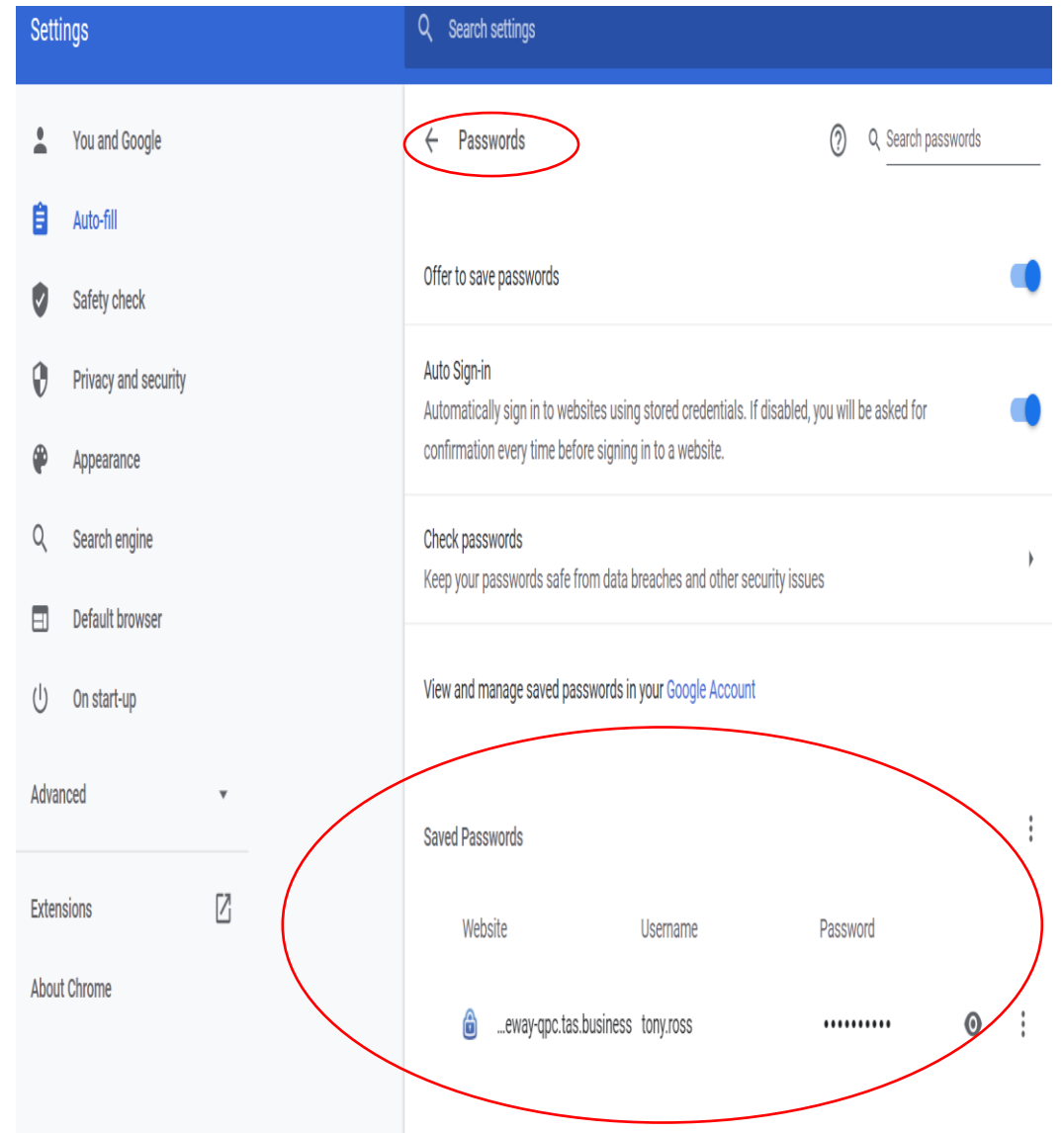
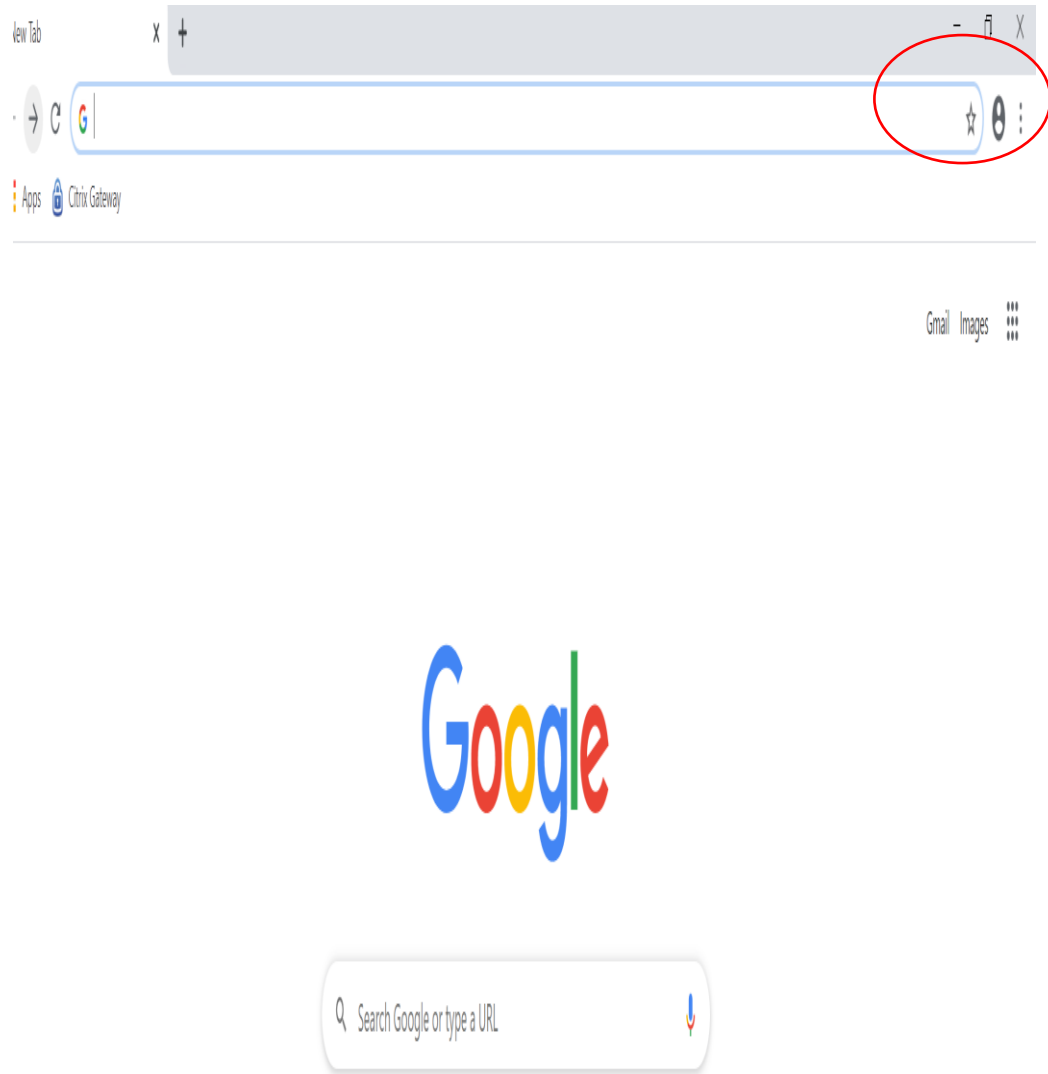
- It's so tempting to allow the regular site you visit to 'save' your password, right?
- Unfortunately, the microseconds you may save may not be worth it in the end
- Always keep your card in your sight
- Complicate your pin and password



Types of Scams



Types of Scams



What to do if you have been scammed

Act quickly!

- If you suspect you are a victim of identity theft, it is important that you act quickly to reduce your risk of financial loss or other damages
- **Immediately** contact your bank or financial institution and notify them of the issue
- There are further steps you can take straight away to limit the damage and protect yourself from further loss



What to do if you have been scammed

Act quickly!

- After you have reported the scam to your bank,
- Contact **IDCARE** – a free, government-funded service that provides support to victims of identity crime. www.idcare.org
- Apply for a **Commonwealth Victims Certificate** which can help to re-establish your credentials with financial and government institutions
homeaffairs.gov.au



Questions?

We're here to help. Talk to us about your financial wellbeing.

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QPCU Limited T/A QBANK ABN 79 087 651 036 – AFSL / Australian Credit Licence 241413

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Thank you

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