



## Media release

# \$1.2m lost to nbn impersonation scams in 2023, Seniors and NSW residents most impacted

- Almost 1,800 Australians reported being targeted by **nbn** impersonation scams between 1 January and 30 September 2023, with losses totalling \$1,242,081.
- Losses by Australians aged 65+ accounted for 81 per cent of losses (\$1 million).
- Losses by New South Wales residents accounted for almost half of all losses nationwide (\$601,482).
- **nbn** continues to help Australians stay scam 'FIT'.

New data from the Australian Competition and Consumer Commission's (ACCC) Scamwatch – released on the eve of Scams Awareness Week – reveals 1,778 Australians reported being targeted by **nbn** impersonation scams, with losses totalling \$1,242,081 between 1 January and 30 September this year.

Australians aged 65 and over accounted for 81 per cent of these losses (\$1,007,556), a sharp increase on the same period last year where this age group accounted for 55 per cent (\$875,335) of total losses.

Across the states, NSW (\$601,482 lost) and Queensland (\$227,939 lost) were the most impacted, followed by Victoria (\$172,171 lost).

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 offer to fix a problem on a person's computer or device through remote access. If the victim follows instructions to download software such as AnyDesk to their computer, the scammer will gain access to banking credentials, and transfer money out of the victim's account.

While total losses to **nbn** impersonation scams are reducing year on year, SMS scams are growing in prevalence with the 'Hi Mum...' and notices of overdue road toll accounts becoming much more widespread. **nbn** is urging the community to remain vigilant in identifying and protecting themselves against scams by applying **nbn**'s top three scam FIT tips:

**F – Focus on the details:** **nbn** will never call to say you've been hacked, ask you to do a speed test or ask to remotely access your devices.

**I – Investigate:** If you suspect a caller is not genuine, hang up and call their advertised number back – or phone a friend – a problem shared is a problem solved!

**T – Take action:** Hang up on scammers and delete their texts and emails. Then, report it to the ACCC's [Scamwatch](#).

With Australians aged 65 and over most susceptible to **nbn** impersonation scams, **nbn** is extending its partnership with the University of the Third Age (U3A) to deliver in-person workshops where participants are taught how to recognise scam attempts and take steps to protect themselves.

Since November 2021, **nbn** has helped more than 60,000 Australians get scam 'FIT' through community events, online workshops and social media content.

## Darren Kane, nbn Chief Security Officer, said:

“Every year, scammers are becoming more sophisticated in their approaches and strategies to extort money. They know how to sound convincing, create a sense of urgency and frequently change their scripts to leverage the latest products and news from companies like **nbn** to build credibility.

“The rule of thumb is, if someone claiming to be from **nbn** contacts you to ask for access to your devices or offers to improve your internet speed for you, hang up on them and report it to the ACCC’s Scamwatch.

“Only 13 per cent of victims report scam attempts to Scamwatch, which means the prevalence of **nbn** impersonation scams is far greater than what these figures reveal. By reporting all scam attempts, you’re helping create a clearer picture of what’s happening across the country, and enabling us to have the right measures in place to help keep Australians safe online.”

## Glen Wall, President, University of the Third Age, 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 how to spot a scam.

“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.”

ENDS

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## Scamwatch data

### Financial losses and reports of nbn impersonation scams per state / territory, 1 January – 30 September 2023

Source: Scamwatch, ACCC

	Losses between 1 Jan – 30 Sept each year			Reports between 1 Jan – 30 Sept each year		
	2023	2022	%	2023	2022	%
<b>Australia</b>	<b>\$1,242,081</b>	<b>\$1,580,213</b>	<b>Down 21%</b>	<b>1,778</b>	<b>4,386</b>	<b>Down 59%</b>
NSW	\$601,482	\$553,204	Up 9%	539	1,479	Down 64%
Queensland	\$227,939	\$470,191	Down 52%	366	796	Down 54%
Victoria	\$172,171	\$216,234	Down 20%	461	1,135	Down 59%
SA	\$89,594	\$27,189	Up 230%	139	301	Down 54%
WA	\$64,829	\$254,909	Down 75%	151	437	Down 65%
ACT	\$54,500	\$39,747	Up 37%	53	133	Down 60%
Tasmania	\$11,566	\$11,250	Up 3%	49	74	Down 34%
NT	\$0	\$4,359	Down 100%	17	28	Down 39%
State not provided	\$20,000	\$3,130	Up 539%	3	3	No change

## Financial losses and reports of nbn impersonation scams per age, 1 January – 30 September 2023

Source: Scamwatch, ACCC

	Losses between 1 Jan – 30 Sept each year			Reports between 1 Jan – 30 Sept each year		
	2023	2022	%	2023	2022	%
18 – 24 years	\$0	\$16,608	Down 100%	27	128	Down 79%
25 – 34 years	\$1,600	\$80,627	Down 98%	120	485	Down 75%
35 – 44 years	\$45,219	\$72,210	Down 37%	189	641	Down 71%
45 – 54 years	\$41,500	\$149,437	Down 72%	201	677	Down 70%
55 – 64 years	\$72,006	\$362,386	Down 80%	275	520	Down 47%
65 and over	\$1,007,556	\$875,335	Up 15%	634	919	Down 31%
Age not provided	\$74,200	\$23,610	Up 214%	332	1011	Down 67%

## Reported financial losses due to nbn impersonation scams between 1 January and 30 September 2023

Source: Scamwatch, ACCC

Losses	Report numbers
\$0	1,692
\$1 - \$999	14
\$1,000 - \$4,999	31
\$5,000 - \$9,999	18
\$10,000 - \$19,999	11
\$20,000 - \$49,999	10
\$50,000+	2
<b>Total no. of reports</b>	<b>1,778</b>

## Suburbs with the highest number of reported nbn impersonation scam attempts

Source: Scamwatch, ACCC

Rank	Location	No. of reports	Rank	Location	No. of reports
1.	Tiaro, QLD	15	11.	Strathdale, VIC	4
2.	Farrar Palmerston, NT	12	12.	Forest Lake, QLD	4
3.	Melbourne, VIC	8	13.	Adelaide, SA	4
4.	Brisbane, QLD	7	14.	Burwood, NSW	4
5.	Spotswood, VIC	7	15.	Camillo, WA	4
6.	Buderim, QLD	5	16.	Croydon, VIC	4
7.	Gosnells, WA	5	17.	Mount Waverley, VIC	4
8.	Sydney, NSW	5	18.	Port Macquarie, NSW	4
9.	Epping, NSW	4	19.	Thomson, VIC	4
10.	Orange, NSW	4	20.	West Wodonga, VIC	4



## Resources

For more information, visit [www.nbn.com.au](http://www.nbn.com.au)