

Video transcript - Episode 2: NetBank security

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Online banking security is something Commonwealth Bank takes very seriously. We have a dedicated team of people working around the clock to ensure the security of NetBank. And we use sophisticated software to monitor your account 24 hours a day, 7 days a week.

The software along with our highly trained team works to detect any suspicious activity and to develop new ways to add greater protection to your online banking – such as NetCode.

But there are some important things you should do too – that combined with our security systems allow you to enjoy the benefits and convenience of online banking without worry.

At the top of the list, you should create a strong password and not share it with anyone. A strong password is one that is nearly impossible for anyone to guess or figure out – including people who know you well. Names of pets, hometowns and words related to other aspects of your personal life can be guessed – especially if much of this information is public through online sites such as Facebook. The same goes for numbers that are based on significant dates, such as birthdates.

Dictionary words are never a good choice. Hackers and cyber criminals are known to use computers that attempt to break into password-protected sites by rapidly attempting every word in the dictionary.

This is an example of a strong password. A strong password should be at least 8 characters long and use a mix of numerals, upper and lower-case letters and even other common keyboard symbols. NetBank users can easily test the strength of a password using the online password strength meter when registering or changing a password.

Never reveal your password to anyone. No one, including bank staff, ever needs to know your password. Likewise, never give your NetBank password in response to an email request. Commonwealth Bank will never send you an email asking for your confidential information – including your password. So any email asking for your NetBank password, even if it appears like it's from the bank, is definitely a scam.

Don't use your NetBank password for any other password-protected sites – which may be less secure. And, just to be safe, change your password every few months.

A good idea is to register for NetCode SMS, which provides a second layer of protection. With NetCode SMS, you will receive a random 6 digit confirmation code which can only

be used once within 30 seconds of receiving it to authorise certain NetBank transactions – like transferring money to someone else for the first time.

Even if someone had managed to get your NetBank ID and password, they would be unable to transfer any money out of your account to a new recipient without receiving the NetCode SMS that can only be sent to your phone. For more on NetCode SMS, including how to register, go to the Security page on the Commonwealth Bank site.

Other precautions you should take include checking your last login date and time and regularly checking your transactions. You should report any suspicious logons or transactions immediately to the bank.

Only use NetBank from a safe computer – which is one running up-to-date antivirus software. Information on antivirus software is available in the first video in this series and on the Commonwealth Bank site. Computers you aren't sure about may have viruses or other data capturing software designed to record your personal information.

Logon to NetBank by typing netbank.com.au directly into the address bar – or from the Commonwealth Bank homepage - never from links in emails. Links in emails may look familiar but actually take you to a fake version of the website designed to capture your ID and password.

When you logon to NetBank, check MyInbox regularly for security alerts and other information.

Finally, make sure your contact details are always up to date with the bank. We need to be able to contact you if we see any suspicious activity on your account.

NetBank is the best and most convenient way to do all of your day-to-day banking including bill payments. By taking these common-sense steps you can use NetBank with total confidence. In fact, with NetBank, the safety of your money is 100% guaranteed.

Commonwealth Bank will cover any loss should someone make an unauthorised transaction on your account using NetBank - so long as you have protected your personal details and notify us of the loss or any suspicious activity

So now is a good time to change your password and register for NetCode if you are not already using it. Then take advantage of the convenience and security of online banking with NetBank.

(LOGO: Commonwealth Bank)

(SUPER: DETERMINED TO BE DIFFERENT)

(SUPER : To find out more, visit
commbank.com.au/security)