



Commonwealth
Bank

Scams and fraud video transcript

4 July 2022

Public

Video transcript

TEXT ON SCREEN:

Last year, Australians lost \$2+ billion to scammers. (Source: ACCC Report on scams activity 2021.)

92% of Australian adults have been exposed to a scam or fraud. (Source: Australian Banking Association.)

And the number of attempted scam attacks on our customers has doubled. (Source: CBA data.)

But we are creating new ways to better detect and protect.

In 2021 we prevented or recovered \$100m for our customers.

We are determined to give Australians the protection they deserve.

And keep our customers secure.

