

# Transaction Talk

**SUNCORP BANK**  
Business

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## Stay vigilant in the fight against fraud.



Staying one step ahead of the criminals and scammers who target businesses is a full-time job for the fraud team at Suncorp Bank. However, common sense and vigilance on your part also has a big part to play in the fight against fraud.

Fraudulent activity targeting EFTPOS terminals is nothing new, but it's evolving all the time. As a business owner, it's important to stay up to date with the latest threats to face your business – because the financial losses can be significant.

At Suncorp Bank, we use anti-fraud technology to counter these threats, allowing you to conduct your business and process transactions with confidence. However, we also rely on your help to keep your business secure.

### Staying fraud-free

Increasingly, fraudsters are targeting EFTPOS terminals that are left unattended in businesses, tampering with them in order to obtain card account information. The EFTPOS terminals are then either replaced on the premises, or taken elsewhere.

In some instances, hidden cameras are also placed on the premises, allowing the criminals to watch transactions as they take place, and view PINs as they are being entered.

The information obtained from the EFTPOS terminals is then used to create counterfeit cards, which can be presented at a later date to make payments or obtain cash.

Businesses that are left unattended or closed at times during the day are considered to be at particularly high risk. So too are those that are in remote or isolated locations, or which have a single staff member working alone on the premises.

If your business falls into the high-risk category, it's important to be extra vigilant by following these guidelines:

- Supervise your EFTPOS terminal as if it were a cash register.
- Write down the make, model and serial number of all your EFTPOS terminals.
- Check daily for any evidence of tampering to stickers, cabling etc.
- Look for any new or additional equipment connected to the EFTPOS terminal.
- Do not allow unscheduled inspections from people claiming to be service staff.

### Don't make the same mistakes

Not all fraudulent activity targeting EFTPOS terminals is so sophisticated. In fact, often it is a simple lapse in judgement that can make a business vulnerable to financial losses. Consider these two examples below to see why it's so important to remain vigilant at all times.

#### Example 1: A favour for a family member

A coffee shop owner is asked by a family member who sells computers to process a transaction through his EFTPOS terminal. The family member wishes to process a \$1000 transaction for a computer he sold, but has no EFTPOS terminal. The coffee shop owner agrees, but when the customer who purchased the computer sees the transaction for \$1000 from a coffee shop, they immediately raise a chargeback with their bank. The coffee shop is liable and loses \$1000.

Please turn over ►

Always:

- Process only those legitimate transactions that your business has carried out.
- Refuse if anyone asks to use your EFTPOS terminal, even if it is a friend or family member.

### Example 2: Car Repairers beware!

A car repairer receives an email or a phone call from a person claiming that their car broke down while on a trip interstate and they need it towed to their facility for a repair. The person insists that their towing company is used for the tow as they previously got a good deal through them. The repairer is provided with one or more credit card numbers for the repairs and towing. The repairer then gets another contact from someone claiming to be the tow company. They explain that they picked up the broken down vehicle and are on their way to the repairer but their EFTPOS facility is not working. They ask repairer to pay the tow company direct and charge the amount owed to the credit card customer gave them. Payments to the tow company are requested via an instant money transfer service, such as Western Union or as a transfer to another Australian bank account.

The whole set-up is a scam. The initial caller and the tow company representative are the same scam artist, who has a number of stolen credit card numbers. By giving you a stolen card number and asking you to make a payment to them, the scammer received cash from a stolen card number. You are then left with a chargeback when the genuine credit card holder realises that there's been an unauthorised charge from your company.

There are a few warning signs to help you identify this particular scam:

- The person contacting you avoids telephone conversations, usually claiming some health issues and prefers to deal via email.
- This scam comes from overseas so if you do happen to talk to the caller, you would identify poor English and an accent.

Always remember:

- Any card that is not physically inserted into or swiped through the EFTPOS terminal is subject to chargebacks, if unauthorised. In most cases, you are liable to pay the funds back.
- Unless the nature of your business is money transfers, you should never transfer money that you receive through your EFTPOS terminal to another person.
- Any refund should always be processed to the card the purchase originated from. Be suspicious of new customers that come out of the blue.
- Ask yourself why a customer in a foreign country suddenly needs your products.
- Make follow-up enquiries about the customer before committing to a sale.
- Ensure payment is verified before sending products.

To find out more about the type of scams that could affect you, visit [www.apca.com.au](http://www.apca.com.au) or [www.scamwatch.gov.au](http://www.scamwatch.gov.au).



# Perfect Bundle

## The perfect partner for your merchant facility

If you're looking for an even more streamlined business banking experience, consider opening a business banking account with Suncorp Bank. It's a great way to bring out the best in your merchant facility.

Take the Suncorp Bank Business Everyday account, for example. It's the perfect partner for your EFTPOS terminal because it offers you the benefit of same-day settlement, which means access to your cash the same day, every day.

With the Business Everyday account, you'll enjoy a choice of easy access options, plus fee-free cash and cheque deposits in-branch. And if you want to link the account to an approved Suncorp Bank business overdraft – it's easily done.

## A bundle of benefits

Depending on the size of your business, a Business Premium account might be a better match. It contains many of the same benefits as the Business Everyday account, but also offers a competitive tiered interest rate.

A Business Premium account combines the benefits of a transaction account with those of a cash management account to meet the needs of businesses with a higher volume of transactions.

To find out more about either of these account options, feel free to contact 13 11 75. Or visit [suncorpbank.com.au](http://suncorpbank.com.au) for more details.



# Merchant details confirmation

**Have you moved or changed contact details recently?  
Please complete & return the form below to ensure our records are accurate.  
Please mail to Suncorp Bank (RE007), GPO Box 1453, Brisbane QLD 4001.**

Business name: \_\_\_\_\_ Contact person: \_\_\_\_\_

Phone number: \_\_\_\_\_ Mobile number: \_\_\_\_\_

Email: \_\_\_\_\_

Postal address: \_\_\_\_\_

Business location address: \_\_\_\_\_

Merchant number: \_\_\_\_\_ Signature: \_\_\_\_\_

Alternatively confirm your details via the Electronic Banking Centre: P:13 11 75 F:07 3135 2770 E: [merchant@suncorp.com.au](mailto:merchant@suncorp.com.au)

# A fresh approach to Small Business Banking

We're proud that our business is built on the back of long-term relationships with local businesses like yours, providing them with great service, support and security.

To provide further support we have a range of business offers available for you.

## About Suncorp Bank

- We've been part of the Australian community for 110 years.
- We are part of the strong and growing Suncorp Group.
- The combined network of Suncorp Bank and Bendigo Bank gives you access to over 2,200 ATMs across Australia.<sup>8</sup>

## Special Small Business Offers

### For a limited time only

1. No establishment fee on Small Business Loans<sup>1</sup>
2. 5.84% p.a. on Business Essentials variable rate loan with residential security<sup>2</sup>
3. 0.15% p.a. discount on selected fixed rate Small Business Loans<sup>3</sup>
4. No establishment fee on Vehicle and Equipment Finance<sup>4</sup>
5. \$0 monthly account keeping fee<sup>5</sup> on our Business Everyday account & Business Savings account<sup>6</sup>
6. Free Business Visa Debit card with payWave access on all Business Transaction accounts<sup>7</sup>

Sometimes all it takes is a fresh pair of eyes to see where things can be improved. Contact us on 13 11 75 today to chat about how we can bring some fresh thinking to your banking.

It's worth the switch

**SUNCORP BANK**

Business



#### Things you should know

This advertisement does not apply to loans regulated by the National Credit Code. Offers intended to be open until 15 December 2013 but may be withdrawn earlier without notice. 1. Business loans made by Suncorp-Metway Ltd ABN 66 010 831 722 (Suncorp Bank) to approved business applicants only. Terms, conditions, fees and charges apply and are available upon request. A Deferred Establishment Fee applies if a Small Business loan is paid out within the first 4 years. To be eligible for this offer a new, fully completed small business loan application form must be submitted and approved by 15 December 2013. 2. 5.84% p.a. variable interest rate applies to Business Essentials Loans (excluding Low Doc) using residential security only and interest rate is subject to change. This interest rate does not apply to Small Business Loans regulated by the National Credit Code. Please ask us for details of rates applying to regulated Small Business Loans. To be eligible for this offer a new, fully completed small business loan application form must be submitted and approved by 15 December 2013. 3. The interest rate reduction applies to 1, 2 or 3 year fixed interest rate small business loan products and will apply for the chosen fixed period only. Offer applies to small business loans between \$150,000 and \$1M for customers with total business borrowings <\$1M and is subject to change without notice. To be eligible for this offer a new, fully completed small business loan application form must be submitted and approved by 15 December 2013. 4. Business Vehicle and Equipment Finance products are issued by Suncorp Metway Advances Corporation Pty Ltd ABN 89 100 845 127 ("SMAC") to approved business applicants only. Terms conditions, fees and charges apply and are available upon request. Various products and services are provided by different entities of the Suncorp Group. The different entities of the Suncorp Group are not responsible for, or liable in respect of, products or services provided by other entities of the Suncorp Group. Suncorp Bank is not liable for and does not guarantee products issued by SMAC. To be eligible for this offer a new, fully completed Equipment Finance application form must be submitted and approved by 15 December 2013. 5. Account keeping fee waived when an average monthly balance of \$2,000 is maintained. 6. Business Everyday Accounts and Business Savings Accounts are issued by Suncorp Bank. Terms, conditions, fees and charges apply and are available upon request. Please read the applicable Product Information Document before making any decision regarding these products. For a paper copy visit your local branch or contact us on 13 11 75. 7. VISA Debit cards are not available to overseas residents, accounts where the number to sign to operate is two or more (no form of card access is allowed) or minors. VISA Debit card can only be issued in the name of individuals, it cannot be issued in a business name. VISA Debit card must have an account linked as Primary Credit Relationship. Each customer may only have one VISA Debit card per Primary Credit account. Business Transaction Accounts are issued by Suncorp Bank. Terms, conditions, fees and charges apply and are available upon request. Please read the applicable Product Information Document before making any decision regarding these products. For a paper copy visit your local branch or contact us on 13 11 75. 8. Includes all Bendigo Bank ATMs and specially designated ATMs that are available to Suncorp Bank customers for free withdrawals and balance enquiries. 22421 OPS