

# **CUSTOMER AWARENESS & SAFEGAURD INFORMATION**

## **1. Introduction**

From 30<sup>th</sup> of June 2022 it is a requirement we implement a Customer Identity Authentication Determination.

## **2. Objectives**

To reduce the harm caused to customers when access to their personal information, business information or telecommunication service is targeted by unauthorised persons or entities.

## **3. Process**

Identity authentication processes will be used to authenticate the identity of the requesting person, prior to the undertaking of a high-risk transaction/interaction such as changes, modifications, extra added services or requesting personal information details.

## **4. Suspicions of Fraud**

In the event a customer suspects that their telecommunications service or account has been subject to fraud they should immediately report the activity to Oztalk Communications on 1300859835 & their financial services provider such as Commonwealth Bank, Westpac, NAB, ANZ & etc.