

How to spot a tax scam

When it comes to making quick money, if it sounds too good to be true, it probably is. Recognising the difference between a good investment opportunity and a scam is difficult.

And that's because scammers are becoming increasingly sophisticated in their approach. According to the Australian Competition and Consumer Commission (ACCC), 55 per cent of the money lost to scams last year were investment-related scams.

The main driver of this increase has been cryptocurrency investment scams, which saw losses jump by 270 per cent to \$99 million.

"Criminals are exploiting the popularity of crypto and promising get-rich investments to lure people in and scam them," Commonwealth Bank's Group General Manager of Fraud Management, James Roberts says.

For scammers, tax season is a lucrative time of year. "That's because for many Australians, tax time raises expectations of both refunds and tax liabilities and unfortunately, scammers use both to their advantage," he says.

Two main tax scams include:

Tax refund scams: Scammers contact you claiming that you're owed a tax refund, and that they need your personal details and a processing fee to release your funds.

Tax owed scams: Scammers contact you claiming that you have a tax debt, and demand that you pay the debt to avoid being arrested. They may ask you to pay by credit card, money transfer, gift cards or using a pre-paid debt card.

CBA also has a range of scam protection features designed to distinguish between cybercriminal activity and legitimate customer activity, helping the bank protect customers from potential scams.

The Commonwealth Bank reviews frauds and scams on a case-by-case basis. Where there is unauthorised fraudulent activity and the customer has taken the necessary steps to stay safe online, the Commonwealth Bank will fully reimburse customers as quickly as possible to minimise inconvenience.

Roberts explains that customers and scammers interact with digital platforms very differently.

"Our AI technology tracks unusual changes to the way a customer normally interacts with their devices."

CBA also utilises two-way push notifications. "While most banks only use SMS, CBA offers a more secure two-way push alerting in app, presenting alerts about transactions or logins that appear suspicious," he says.

For more ways to safeguard your information search [CommBank Safe](#).