

Bulletin

Industry Divisions



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Protecting vehicle dealerships – National Anti-Scam Centre industry forum hosted by the ACCC

VACC members have previously been advised that the Australian Competition & Consumer Commission (ACCC) runs the National Anti-Scam Centre (the Anti-Scam Centre) which was established in July last year to make Australia a harder target for scammers. The Anti-Scam Centre does this by facilitating cooperation and collaboration across industry and government.

On **Thursday 21 March**, the ACCC will be hosting an online industry forum from **10:30 AM – 12:00 PM AEDT**. This is an opportunity for your organisation to hear from the Anti-Scam Centre, including recent activities, priorities, and future focus.

One session in the forum will be dedicated to discussing **invoice scams** (also known as business email compromise or false billing scams).

- These scams involve criminals impersonating a business to send fake invoices to individuals or other businesses requesting payment.
- The invoice includes the scammer's bank details instead of the account details of the business.
- Sometimes the scammers have previously compromised the business' email account, so they use this legitimate email account to contact existing customers requesting payment.

Reports to Scamwatch have shown that **vehicle dealerships** are seeing an increase in these types of scams. ACCC and VACC would like to help you protect your business and your customers.

How to participate

ACCC would love for your dealership to join us to discuss these and other scams, and we are keen to hear of your anti-scam initiatives, priorities, and how we may collaborate.

To **RSVP** for the forum, and to share some of your experiences, please reply to (NASC@acc.gov.au) by **Friday 15 March** and let ACCC know the following information about yourself:

1. Your name & preferred email address.
2. The name of your organisation, sector (eg vehicle dealerships), and state.
3. If you have encountered false billing scams, and any steps you might have taken to protect yourself and/or your customers. If so, would you be willing to share these briefly in the industry forum?
4. Questions for the National Anti-Scam Centre that you would like addressed in the forum. There will also be an opportunity to ask questions during the forum.

A meeting link and other information will be sent to participants closer to the event.

To learn more about the National Anti-Scam Centre please visit www.accc.gov.au/national-anti-scam-centre.

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