



FRAUDULENT TRANSACTIONS

Beware of payWave/PayPass Fraud

- The convenience of payWave/ PayPass cards means that they are an easy target for thieves.
- Be alert to customers who appear anxious, or in a hurry.
- Do not allow multiple Paywave/ Paypass transactions.
- If you are unsure or suspicious, ask for additional identification.

Suspect banknotes

- Australian banknotes are printed on plastic and have a distinct feel. It is difficult to start a tear along the edge of a genuine banknote.
- Scrunch the banknote in your hand – a genuine banknote should spring back.
- The clear window should be part of the banknote and not an addition. Check that the white image printed on the clear window cannot be easily scratched off with a fingernail.
- If you hold the banknote to the light, you should see the Australian Coat of Arms.
- Diamond-shaped patterns are printed inside a circle on both sides of the banknote. Hold the banknote up to the light, the patterns should line up perfectly to form a seven-pointed star.
- Notes are produced with special raised ink that can be felt with your finger.
- Check for irregularities such as less clearly defined patterns, thicker or thinner lines or colour differences.
- If you come across a banknote that you suspect is counterfeit;
 - Handle the suspect banknote as little as possible and store in an envelope.
 - Note any relevant information, such as how it came into your possession.
 - Report the matter immediately to the police.