WHAT WE NEED TO KNOW ABOUT SCAMS

Paul is employed by the Eastwood Community Centre with funding from *Be Connected* and the *Good Things Foundation* to speak to community groups about "SCAMS". Paul approached club member Russell at a club barbeque and made arrangements where Paul could share important information with the club members of the Y Service Club of Adelaide.

It is recommended that your password contains 12 characters with small changes bringing lasting benefits.

- Don't use passwords in multiple places
- Don't use any year or date of birth
- Don't use part of an address
- Don't use your name, the name of your spouse, name of your child or pet's names.

The most valuable password belongs to your EMAIL ACCOUNT so make it strong. Don't be part of the "low-hanging fruit" who get caught and hacked into. To give an idea of what is needed, here are two examples of good passwords showing how symbols can be incorporated:

- F!v3Wh!t3R0s3s (FiveWhiteRoses with some modifications)
- M*ydo&gh1asaPHD (mydoghasaPHD also with modifications)

There are many password managers available for use if there are a lot of passwords to remember – check on Google to see what might suit. Because Paul has chosen to use a password manager, he only needs to remember two passwords – one for his email and one for his password manager. There is though, some pain in transferring the information across.

Scam callers generally try to mimic reputable businesses such as Telstra, the Australian Tax Office and many of the big banks. Try to pick out the rhythm of the call, where often there is a gap while the computer dials its way through the phone numbers in the program. Hang up quickly if possible. Usually if a name and number is asked for to enable a return call, the scammer will often hang up. Research the caller's phone number and company on Google to check on authenticity.

What can we do?

- Keep your software up-to-date
- Always have antivirus software
- Make your passwords long eg 12 characters
- Use a password manager.

A website…..haveIbeenpwned.com allows users to search across multiple data breaches to see if their email address or phone number has been compromised.

Regarding receiving unwelcome spam, email addresses such as Google give better protection than the use of Hotmail or Outlook in keeping unwanted emails out of sight.

All in all, a very informative evening thanks to Paul and now for the task of making all our passwords resilient!!

Jennifer Jones
Immediate Past International President