Haydar Tuncer

From: Alan Kirkland <akirkland@choice.com.au>
Sent: Tuesday, 13 June 2023 5:09 PM
To: s 22 Sarah Court; s 22
Cc: s 22
Subject: Scams session at Consumer Congress

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Hi everyone,

Thanks for the conversations over the last week about how to approach our session on Thursday.

Here are links to current versions of the two videos that will be shown before our session:

s 47F

s 47F

Password for both: consumercongress

Steph will facilitate a brief conversation with s 47F before our session. We'll then replace them on the stage.

Our panel discussion runs for 45 minutes, which we'll have no trouble filling.

I'll initially ask for a **few reactions to the consumer stories** and how they reflect what you are seeing in your work.

From then, topics I hope to cover (with some suggestions on who I may throw to) are:

What's changing about the scam harm you are seeing in your work?

- Catriona on the rise in bank impersonation scams (if not already covered)
- Sarah on the shift to large-scale crime.

What's coming next (announced reforms) that may help to get better outcomes for consumers?

- Catriona re NASC
- Nerrida re SMS ID registry
- Potentially Sarah re budget announcement re ASIC takedown work (with an explanation of the trial)

How does this compare to what is happening overseas?

- Steph on last week's UK Payments Systems Regulator announcement
- Sarah on examples from Italy & Ontario

What else could or should be done to better prevent scam harm?

- Steph on other prevention measures
- Catriona & Nerrida on other codes eg re messaging & platforms
- Sarah on any examples from overseas if we haven't already covered them.

This is isn't a script - just an idea of how I hope to run the conversation, subject to time.

You should feel free to jump in on a point if you've got something to add.

We'll also try to allow some time for audience questions towards the end.

See you all on Thursday.

Alan

Alan Kirkland
Chief Executive Officer

Working on Gadigal country

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We at CHOICE acknowledge the traditional custodians of this land on which we work, and pay our respects to the First Nations people of this country. CHOICE supports the First Nations people's Uluru Statement from the Heart.

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