



OFFICIAL PRESS RELEASE

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Awareness on ATM Skimming

It has been brought to the attention of the National Reserve Bank of Tonga that customers of banks in Tonga have been affected by the fraudulent activities in Fiji which involved obtaining customers' bank card details using ATM and EFTOS skimming devices.

The local banks are addressing this with the re-issue of new cards for Visa customers that have used their cards in Fiji in the past 12 months. Customers with unauthorized transactions on their account as a result of this fraudulent activity are to be assured that they will be reimbursed for the amount of the unauthorized transaction after banks verify the legitimacy of dispute.

Members of the public and bank cardholders who have travelled to Fiji in the past year are urged to reconcile your bank account statements to ensure your accounts have not been victimized. The Reserve Bank would like to advise cardholders to exercise caution when using their Visa cards at ATMs and EFTPOS machines, when accessing their bank accounts online and when conducting online purchases or payments.

Customers whose cards were used for unauthorized transactions should immediately contact their respective bank. For BSP customers please contact 'Amateila Tonga at telephone number (676) 23933 ext.6178 or email atonga@bsp.com.pg and for ANZ Bank customers please contact Tevita Fakapulua at telephone number (676) 20-525 or email Tevita.Fakapulua@anz.com.

Customers may also report any fraudulent or suspicious transaction to the Complaints Unit of the NRBT at telephone (676) 24057 or email nrbt@reservebank.to.

The public is hereby reminded that ATM and EFTPOS skimming and similar financial fraudulent activities, and money laundering are serious offences punishable under the Criminal Offences Act (Cap 18) and the Money Laundering and Proceeds to Crime Act 2000.

For further details please contact:
National Reserve Bank of Tonga
Telephone: (676) 24 057; Fax (676) 24 201;
Email: nrbt@reservebank.to;
Website: www.reservebank.to