

Practical ways to improve your cyber safety

Both HUB24 and you play a critical role in reducing cyber security risks

Scams are becoming more common across the financial services industry. At HUB24, protecting your personal information, accounts and online access is a priority.



Common scam risks to watch out for

Scammers often use tactics designed to look genuine or create urgency. Common examples include:

- **Impersonation scams** - Someone pretending to be from a bank, financial institution or trusted organisation.
- **Phishing emails or messages** - Messages that encourage you to click a link or share personal information.
- **Urgent requests** - Messages that pressure you to act quickly before you've had time to check.
- **Requests for codes or login details** - Being asked to share one time passcodes or account information.

If something doesn't feel right, stop and check before taking action.

How HUB24 helps you

HUB24 takes cyber security seriously and continues to invest in strong protections to help protect your account and your data, including:

- Advanced security controls across the technology platform
- Ongoing monitoring for suspicious activity
- Mandatory multi factor authentication (MFA)
- Regular security enhancements

Cyber security is a critical component of HUB24's governance framework and a key enabler of sustainable business operations. Our approach is certified to the internationally recognised ISO/IEC 27001 standard and is designed to protect the confidentiality, integrity, and availability of our systems and data.



HUB24 will never send emails, texts or calls asking for your password, full account details or potential investment opportunities.

If you receive a message requesting this information, it is likely a scam.

Do not respond or click on any links, and always verify first with your adviser or contact HUB24.

Multi factor authentication (MFA) boosts your protection

MFA adds an extra layer of protection to your account.

When you log in, MFA requires both your password and a second step, such as a code from an authenticator app or your mobile phone. This means that even if someone gets your password, they still can't access your account.

MFA is mandatory for all HUB24 users because it is an effective way to reduce the risk of unauthorised access.

What you can do

- Use strong, unique login passwords and do not reuse the same password across multiple accounts
- Never share your login details or codes
- Be cautious with unexpected messages
- Follow HUB24's online safety guidance at: hub24.com.au/security

Verbal Verification and One-Time Passcode

To keep your information secure for phone-based enquiries, our Client Services Team will complete verbal verification and provide you with a One-Time Passcode (OTP) via mobile text message, which you will be required to disclose back to our Client Services Team to confirm your identity. Never share OTP with anyone else.

If you suspect you've been targeted by a scam, it's important to act quickly.

1

Do not respond to the scam message, and hang up from suspicious calls

2

Contact HUB24 immediately

Mon to Fri: 8.00am – 7.00pm AET
Advisers: 1300 854 994
Investors: 1300 508 797
International calls: +61 2 4058 4770
After hours: Report a scam at hub24.com.au/security

3

Change your password in the HUB24 app

4

Contact your adviser

Disclaimer

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