

Paying someone you know, or met online

Scammers may pose as friends, family, or online contacts to trick you into sending them money. They might:

- Hijack social media or mobile numbers
- Create fake listings for non-existent goods
- Try to start relationships with you online
- Claim they need urgent financial help or ask you to share personal information
- Pressure you to act quickly or keep the request secret.

Stop and think

- Is the payment request genuine?
- Are there any red flags?

Someone has contacted you unexpectedly and is asking you to make a payment

Scammers often impersonate legitimate businesses and organisations including banks, tech companies, telco companies and government agencies (including the police and IRD). They may:

- Claim your account is at risk and pressure you to act quickly
- Ask you to download software or give remote access to your device
- Tell you to transfer money to another account to keep it safe
- Claim you owe money.

Stop and think

- Were you contacted unexpectedly? Are you being told to act urgently, bypass security steps, or download software?
It could be a scam.

You've been asked to buy/pay in cryptocurrency

Scammers will often request payments in cryptocurrency, as it can be harder to recover.

Stop and think

- If someone you don't know is asking you to make a payment or to purchase cryptocurrency, it could be scam.

Other

Do you know and trust the person or business you're paying?

Stop and think

- Scammers may coach victims to choose vague or generic options like this one to avoid detection
- If anything feels off or suspicious, it could be a scam.

Authorisation and Acknowledgement

- I/we confirm that the Payee details listed in the form are true and correct;
- I/we authorise Rabobank New Zealand Limited to make the third party payment in accordance with the details set out in this form, and I/we confirm that I/we have authority to instruct Rabobank New Zealand Limited to make the payment recorded on this form;
- I/we acknowledge that each third party payment will incur a fee in accordance with the Rabobank New Zealand Limited Fee Schedule, available at www.rabobank.co.nz; and
- I/we represent and warrant that no Event of Default is subsisting or will result for the third party payment requested in this form;
- I/we have read the relevant fraud/scam information relevant to my payment purpose.

Signature of Authorised Signatory

(Form must be signed in accordance with the Account Operating Authority)

Authorised Signatory Name

Date

Signature of Authorised Signatory

(Form must be signed in accordance with the Account Operating Authority)

Authorised Signatory Name

Date

Branch use only

Manager/Analyst

Branch

Date

Signatures verified

Discussed payment reason and risk with Account Owner

Security Call Back by CSU is required

Contact Details for call back

Client Name

Phone Number

Preferred Time