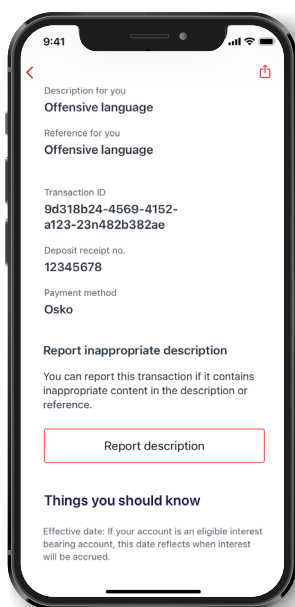
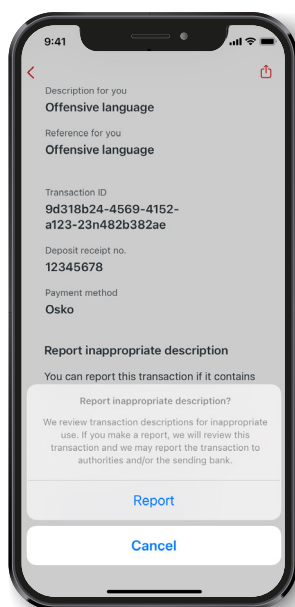


NEW MEASURES AGAINST ABUSIVE MESSAGES IN PAYMENTS

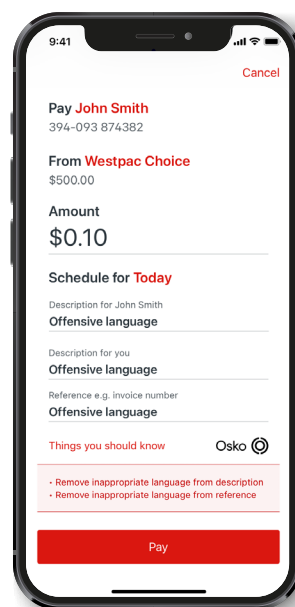
Extra steps to keep Australians safe and protected online










Reporting function



Reporting function



Monitoring and blocking function

-  Additional measures are in place to prevent customers receiving and sending abuse through messages in digital payments
-  Added functionality enables customers to report offensive and abusive messages received via inbound payments
-  Reported messages are triaged and escalated by a specialist team where appropriate
-  These learnings are then used to detect future abusive content. Further action can also be taken if required
-  Descriptions and reference fields are checked when making outgoing payments against a set list of inappropriate words and phrases
-  If words and phrases are detected, payment is blocked until the inappropriate language is removed
-  Advanced data analysis on inbound and outbound payments will help detect more subtle threats and patterns of abuse in messages.

For more information visit [westpac.com.au](https://www.westpac.com.au)

