



# Security—5 Things to Know

We know that the security of your data is important to you, that's why we ensure bank level security all the way. Here are 5 key points to remember.

- 1 ASIC and ACCC approved**  
Despite recent protests from some banks, both ASIC and the ACCC have recently given the green light to data-scraping technology, noting they were unaware of any instances of harm being done. Read more [here](#).
- 2 Bank level security**  
Your passwords and IDs are kept encrypted at all times. Stored on servers with enhanced 24-hour physical security, fire protection and electronic shielding, access to servers requires multiple levels of authentication, including biometric procedures. We are alerted to any external attempts to access the network, and multiple layers of firewalls guard against unauthorised access to the network.
- 3 Your credentials are only stored for a short time**  
Statement retrieval credentials are stored only for a short period of time and, apart from the few seconds used to login to your bank, are always encrypted.
- 4 Two factor authentication**  
In the extremely unlikely event that credentials somehow made their way into the wrong hands, most banks use two factor authentication to move money—like a pin number sent to a mobile phone. To commit a fraud, someone would need your mobile phone as well as your credentials.
- 5 You can change your password**  
Finally, if you are concerned about using the service, feel free to change your password after use which completely alleviates any concerns you or your bank may have about how your credentials may be used in the future.