

# Media Statement

### 14 February 2019

### Insurance scam targeting flood affected people

Queensland Health's Cyber Security Group is alerting staff about an email scam targeting people in the North Queensland flood region.

The email: Your Claim 02 12 2019 has been sent representing an insurer. In the example of the suspicious email, the sender is claiming to be from insurance provider Allianz. The sender email address is not @allianz.com.au. The date of the incident is not in the DD/MM/YYYY format used in Australia, and the phone number does not align with Australian phone number formats.

Recipients are advised not to click on links or to open attachments but to delete.



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### **Malicious Email Sample**

🖬 Telstra 🗢	1:44 pm	72%	
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From: bluebe	II64@optusnet.c	com.au >	B
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#### Your Claim 02 12 2019

Today at 1:41 pm

Claim No:	1/523299218 Q05	
Date of Incident:	2/11/2019	

Allianz is committed to delivering positive customer service and it is important for us to ensure that you are satisfied now that <u>your claim</u> is complete.

For your information, the total claim cost was \$4148.00. There is no further need to contact us, unless there is an aspect of <u>your claim</u> you wish to discuss.

Thank you for choosing Allianz as your insurer, and we're glad to have had the opportunity to assist you with your claim.

Yours faithfully,

John Akers Claims Service Consultant

Phone	Number: 0876	8452970		
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#### Ends

For further information contact: Liz MacIntyre

Media and Communications Officer North West Hospital and Health Service Phone: 07 4764 1226 or 0437 695 799 elizabeth.macintyre@health.qld.gov.au