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Sonya Petreski

From: Josh Shelton
Sent: Thursday, 29 February 2024 10:27 AM
To: Janine Bialecki
Cc: Alex Meaney; Eti Abdulioglu
Subject: RE: FOR ACTION: NASC RSG - Discussion HSBC impersonation scams - 23 February 2024 [SEC=OFFICIAL]

OFFICIAL

Hi Janine,

I just received a call from [REDACTED] at HSBC. [REDACTED]

[REDACTED] Summarising the key points:

- [REDACTED] apologised for the delay while she got up to speed on the recent communications with [REDACTED]
- [REDACTED] asked what further information the NASC would like HSBC to provide an update on. I said that my understanding was that we were interested to know more about what initiatives were available or in train in relation to the six dot points in your email of last week. [REDACTED] said she had spoken to [REDACTED] who was at the meeting, where it was confirmed that there were a number of measures & initiatives in the pipeline, and [REDACTED] was confident that all of these had been relayed to the NASC at the meeting of 6 February 2024. [REDACTED] said that HSBC does not have any new information to provide, but she would be happy to set out the information that has previously been provided in writing – which could be done by the end of next week. I said that I don't think that is what we need, but I would check and come back to confirm if so.
- [REDACTED] asked whether the NASC expected an update on what steps had been taken in relation to the Scamwatch reports set out in our spreadsheet of last week. I said that my understanding was that the spreadsheet was provided for intelligence purposes to assist HSBC in considering what steps were available in relation to the six dot points, rather than an update on specific intervention in those cases. [REDACTED] confirmed that there were no new pieces of work in the pipeline.
- [REDACTED] noted that there was one action item for HSBC to share an example of its customer messaging with the NASC, which would be forthcoming.

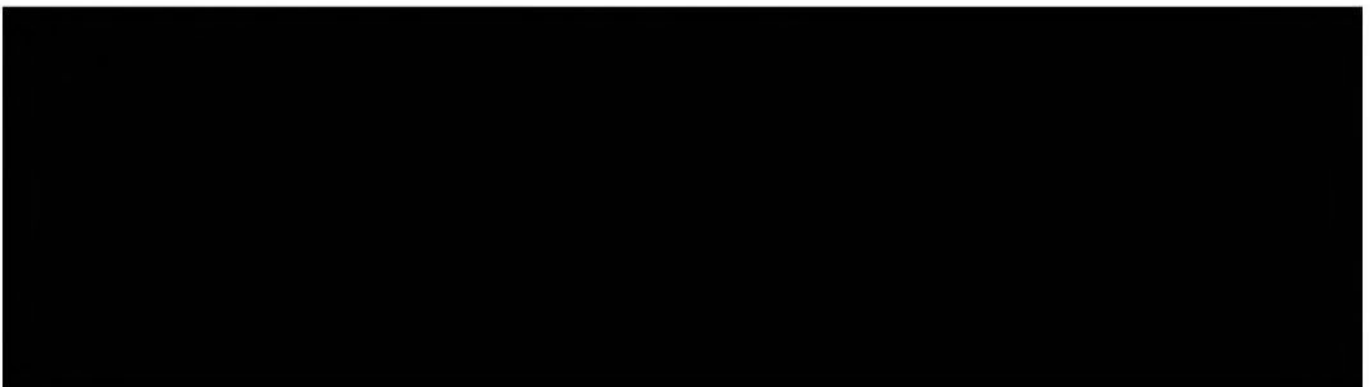
Happy to discuss,

Josh Shelton

Assistant Director | Data & Insights Team | National Anti-Scam Centre

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This page and the subsequent 3 pages have been redacted on the basis that they are irrelevant to this FOI request.