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Scammed Tradie Furious Over 'Insulting' Bank Response After \$17000 Loss

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A small business owner has been left outraged after losing \$17000 to scammers and receiving what he described as a dismissive response from his bank. Bradley Turner, 33, runs a micro cementing company called Pure Deco and fell victim to a spoofing scam in June this year. Despite immediately notifying Australia and New Zealand Banking Group Limited (ANZ), the tradesman was told the bank would not be reimbursing

the full amount, prompting accusations of negligence and inadequate security.

The scam occurred when Turner received a text message that appeared to come from an existing thread with ANZ. Believing the warning to be legitimate, he followed the instructions and transferred the funds to what he thought was a safe account. Only later did he discover the communication had been spoofed by cybercriminals who had somehow breached the security of the text chain. Turner, like many Australians, assumed the bank's official channels were secure and has insisted that the bank should take full responsibility.



ANZ's formal letter in response to Turner's complaint offered only partial compensation, leaving him feeling insulted. "It's like they're taking the mick," he told reporters. His frustration highlights a broader concern facing Australian consumers who are increasingly vulnerable to sophisticated scams, while banks often sidestep full accountability. Many argue that if scammers can impersonate banks within verified threads, then the institutions must bear greater responsibility for protecting customer data and digital channels. Calls are growing for stronger safeguards and mandatory compensation standards when customers fall victim due to such security gaps.

This incident serves as a stark reminder of the urgent need for financial institutions to not only upgrade their security systems but also stand behind their customers when those systems fail. With scams becoming more advanced and difficult to detect, Australians deserve confidence that their banks will protect their savings and take accountability when they fall short. If banks wish to maintain public trust, offering token responses is not enough. A serious review of customer protection

policies and real commitment to cyber defence must take priority in an increasingly digital banking landscape.

