

Media Release

Thursday 8 September 2005

For immediate release



Further data leaks deal another blow to sending jobs offshore

The Finance Sector Union has intensified calls on the finance industry and Australian Government to rethink global offshoring strategies and act to protect jobs and consumer data after the arrest of another Indian call centre operator for alleged theft of personal customer information.

Hot on the heels of a Four Corners report about personal and financial data held overseas being for sale to the highest bidder, reports have surfaced of a New Delhi worker copying personal information about customers onto a compact disc.

The latest arrest has prompted a response from the Indian Prime Minister. The FSU says it should prompt response from the Australian finance industry and Government. With predictions that tens of thousands of finance jobs could potentially be sent offshore, employees and consumers have plenty to be concerned about.

The union is calling for the government to start acting to protect Australia's finance industry and consumer confidence in it before it's too late.

Paul Schroder, National Secretary said "Bank and insurance customers don't want their personal financial details being sold to the highest bidder. They want to know when they open an account their money and their privacy is protected."

"The continuous reports of data theft from overseas should be enough for the industry and government to place a moratorium on the practice of offshoring jobs until an industry plan for skills and employment is developed and the protection of consumers personal details is assured."

"This issue needs to be understood and addressed on behalf of Australian working people, Australian consumers of financial services and working people in countries like India and the Philippines who are being used as low cost labour by big profitable Australian companies." said Paul.

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