

AI FOR GOOD, AI FOR BAD

Cyber threats, deepfakes, regulation
and the future of trusted advice

James Ng, Rob Smith and Morris Misel

Panel, FAAA Congress 2026, Thursday 26 November

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Hi Dad, save my new number.

Based on a real message; number removed

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The scale of it

$2.18 billion	reported lost to scams by Australians in 2025
6 minutes	about how often a cybercrime is reported in Australia
$55,400	average self-reported cost per cybercrime report, small business

Sources: National Anti-Scam Centre, Targeting Scams Report 2025 (March 2026); Australian Signals Directorate, Annual Cyber Threat Report 2025-26 (26 October 2026)

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Eat your cyber vegetables first

Not glamorous. Just good for you.



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YOUR PANEL



Insignia Financial

James Ng

Chief Information Security Officer, Insignia Financial

MODERATOR

Morris Misel

Business Futurist | Keynote Speaker | Author | Founder, Think-Along AI

Rob Smith

Acting Chief Security Officer, Group Security, NAB

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WHAT'S AT THE DOOR

Not everyone who knocks is who they say they are.



Examples are recreated from real ones, with names and numbers changed. NAB's own are marked.

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WHAT'S AT THE DOOR

Phishing

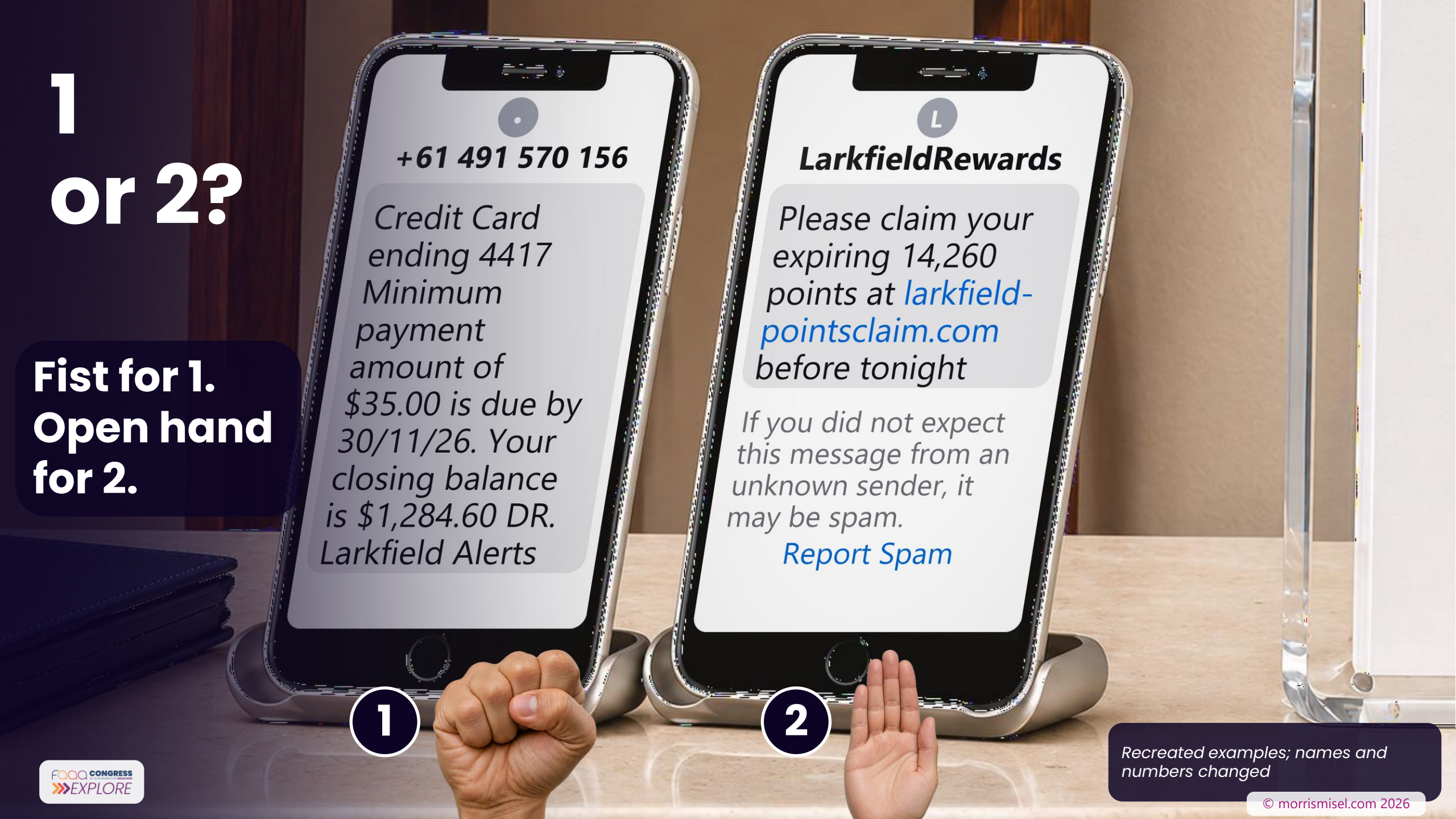
The most reported scam to Scamwatch in 2025



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1 or 2?

Fist for 1. Open hand for 2.



Recreated examples; names and numbers changed

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WHAT'S AT THE DOOR

Impersonation

Someone you trust, or someone you'd like to



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IMPERSONATION



Sources: ABC News (AFP), 4 Nov 2026, reported about A$9 billion; SBS, 31 Oct 2026

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WHAT'S AT THE DOOR

Cloned voices and faces

A phone or video call can now be faked



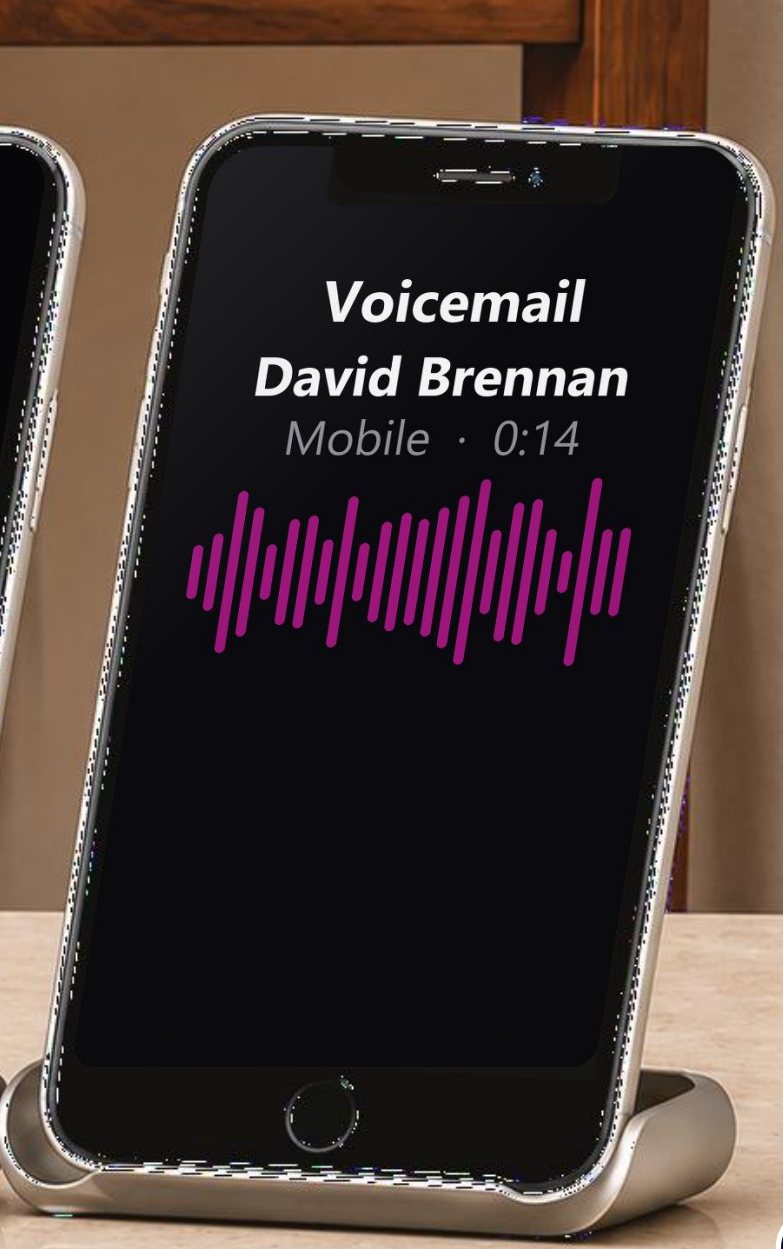
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CLONED VOICES AND FACES

REAL OR FAKE?

Fist if you think it's fake.
Open hand if you think it's real.



Fake



Real



Recreated examples; names and numbers changed

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WHAT'S AT THE DOOR

Business email compromise (BEC)

An email from someone you deal with, asking you to sign or pay

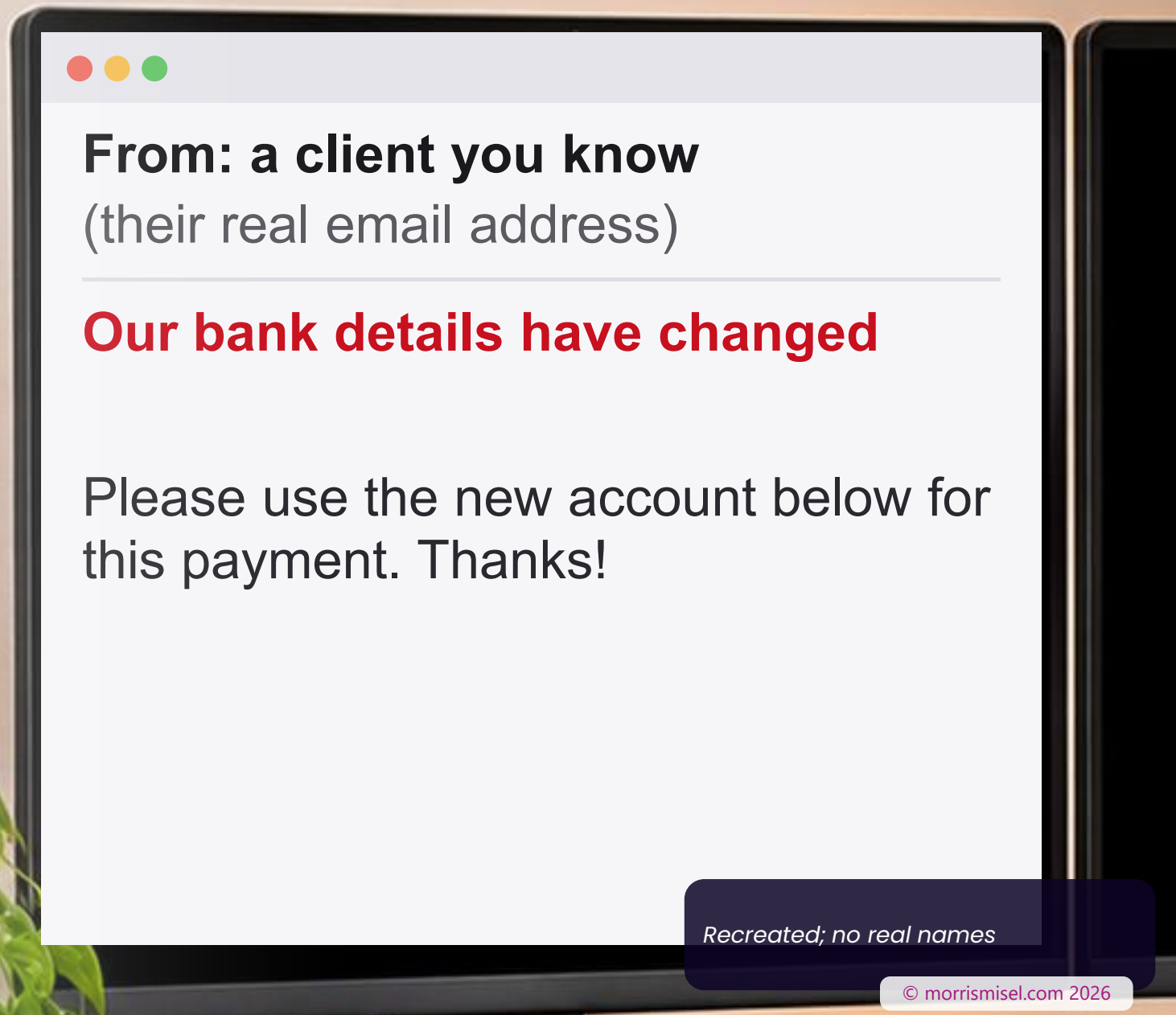


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BUSINESS EMAIL COMPROMISE (BEC)

How it plays out

1. They get a login.
2. They sit in the mailbox, quietly.
3. At the right moment: “new bank details”.



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WHAT'S AT THE DOOR

Ransomware

A top threat to professional services



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How it shows up

Ransomware: everything locked, and a clock.



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Can you tell who's knocking?



1 Phishing



2 Impersonation



3 Cloned voices and faces



4 Fake websites



5 Fake "fix this" pop-ups



6 Business email compromise (BEC)



7 Supplier and software risk



8 Ransomware

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This sheet is in Morris's Field Notes: scan the QR at the end.

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What AI changed, and what it hasn't

ASD: AI lets attackers work at "unprecedented scale, speed and sophistication". Australian Signals Directorate, Annual Cyber Threat Report 2025-26 (26 October 2026). ASIC and APRA, 27 August 2026

CHANGED	NOT CHANGED
Scale	The ways in
Sophistication	Your judgement
Speed	The basics

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This happened



Source: ASIC media release 26-021MR; Federal Court, 13 February 2026

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BACK AT THE PRACTICE



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EAT YOUR CYBER VEGETABLES FIRST · 1 OF 8

Turn on MFA (multi-factor authentication)



Why it helps: A stolen password on its own won't get them in.

Sources: NAB and Insignia Financial, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026)

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EAT YOUR CYBER VEGETABLES FIRST · 2 OF 8

Automatic updates on



Why it helps: Closes the known holes that old software leaves open.
ASD (Australia's cyber agency): flaws are now used faster than ever once they're public.

Sources: NAB and Insignia Financial, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026); the Australian Signals Directorate, Annual Cyber Threat Report 2025-26 (26 October 2026)

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EAT YOUR CYBER VEGETABLES FIRST · 3 OF 8

Back up, and test the backups



Why it helps: Get your files back without paying. Keep a copy offline, and test it.

Sources: NAB and Insignia Financial, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026)

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EAT YOUR CYBER VEGETABLES FIRST · 4 OF 8

A password manager: a different password everywhere



Why it helps: One stolen password doesn't open everything.

Source: NAB and Insignia Financial, advice for this session

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EAT YOUR CYBER VEGETABLES FIRST · 5 OF 8

A set process to approve every payment



Why it helps: Two people on every payment, and ring back on a number you already have.

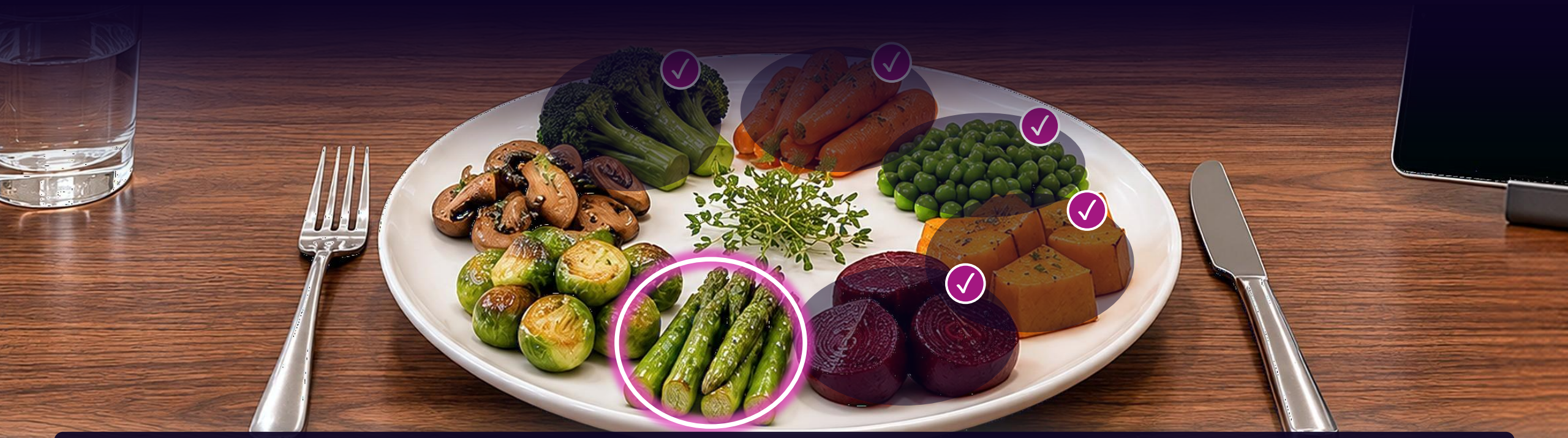
Sources: NAB, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026)

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EAT YOUR CYBER VEGETABLES FIRST · 6 OF 8

Only the access each role needs. No shared logins.



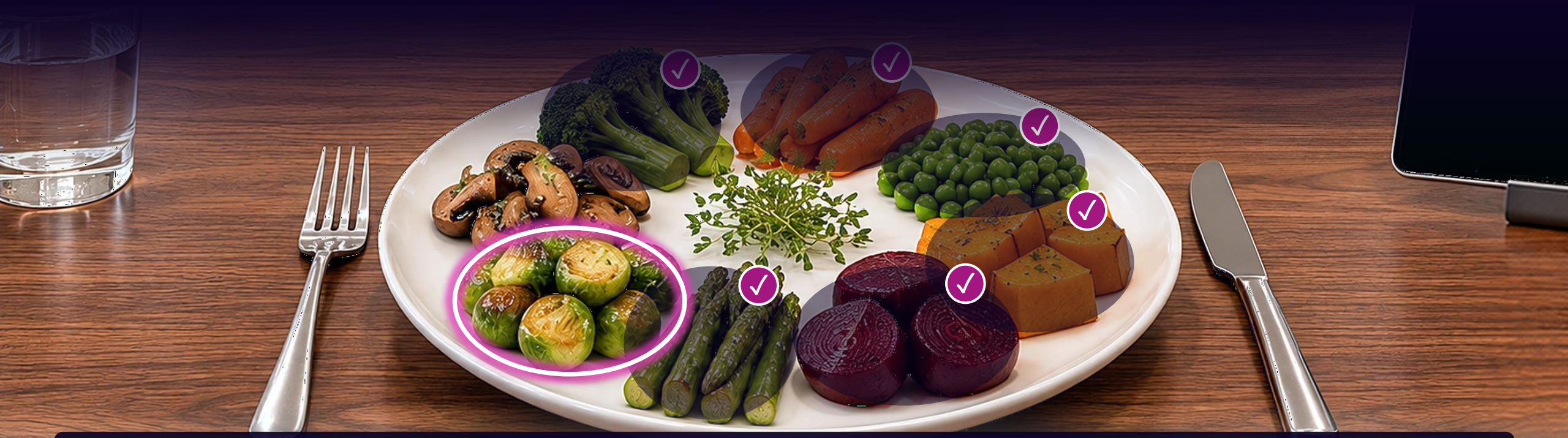
Why it helps: Limits how far one taken-over account can reach.

Sources: NAB and Insignia Financial, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026)

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EAT YOUR CYBER VEGETABLES FIRST · 7 OF 8

Devices lock themselves; wipe before you sell



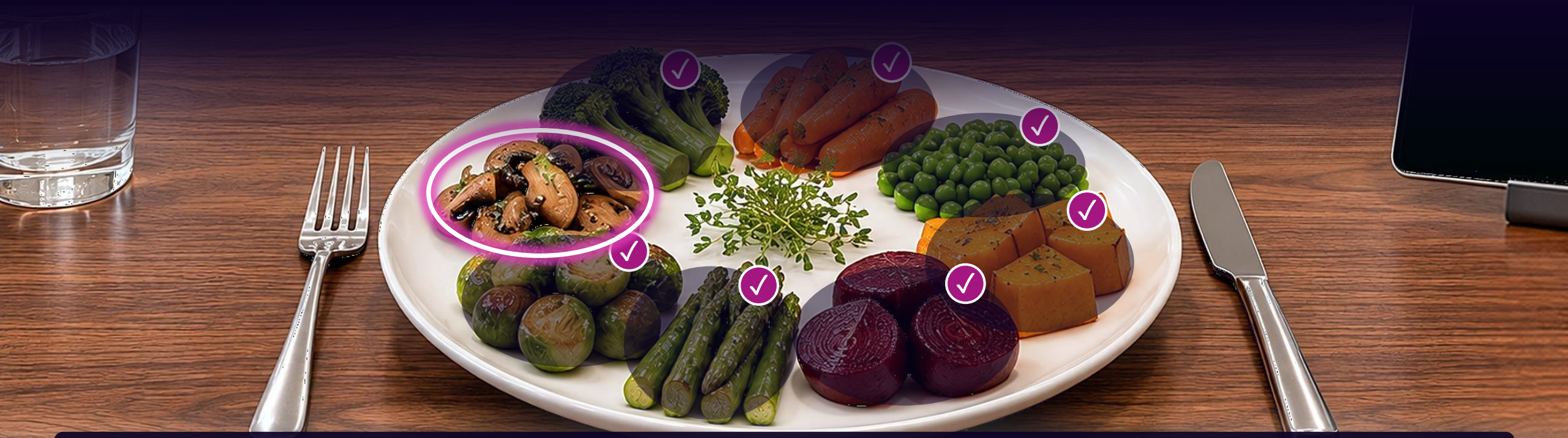
Why it helps: A lost or sold device doesn't hand over client files.

Source: Insignia Financial, advice for this session

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EAT YOUR CYBER VEGETABLES FIRST · 8 OF 8

A plan for when it goes wrong, practised



Why it helps: Everyone knows the first steps, so a bad day stays smaller.

Sources: NAB and Insignia Financial, advice for this session; the Australian Cyber Security Centre, Small business cyber security handbook (October 2026)

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Eat your cyber vegetables first



Turn on MFA



Automatic updates on



Back up, and test the backups



A password manager



A process to approve every payment



Only the access each role needs. No shared logins.



Lock devices; wipe before you sell



A plan for when it goes wrong

The full checklist is in my Field Notes.

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Under all of them: your people

Teach your team to stop, check and ask. Most of what you saw today came in through a person.



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The floor

From 10 December 2026

If a program helps make decisions about clients, your privacy policy must set out the kinds of personal information and decisions involved.

27 August 2026: ASIC and APRA

Frontier AI: move “from gaining awareness” to “taking decisive action”



Sources: Office of the Australian Information Commissioner (Privacy and Other Legislation Amendment Act 2024); ASIC and APRA, joint media release 26-201MR, 27 August 2026

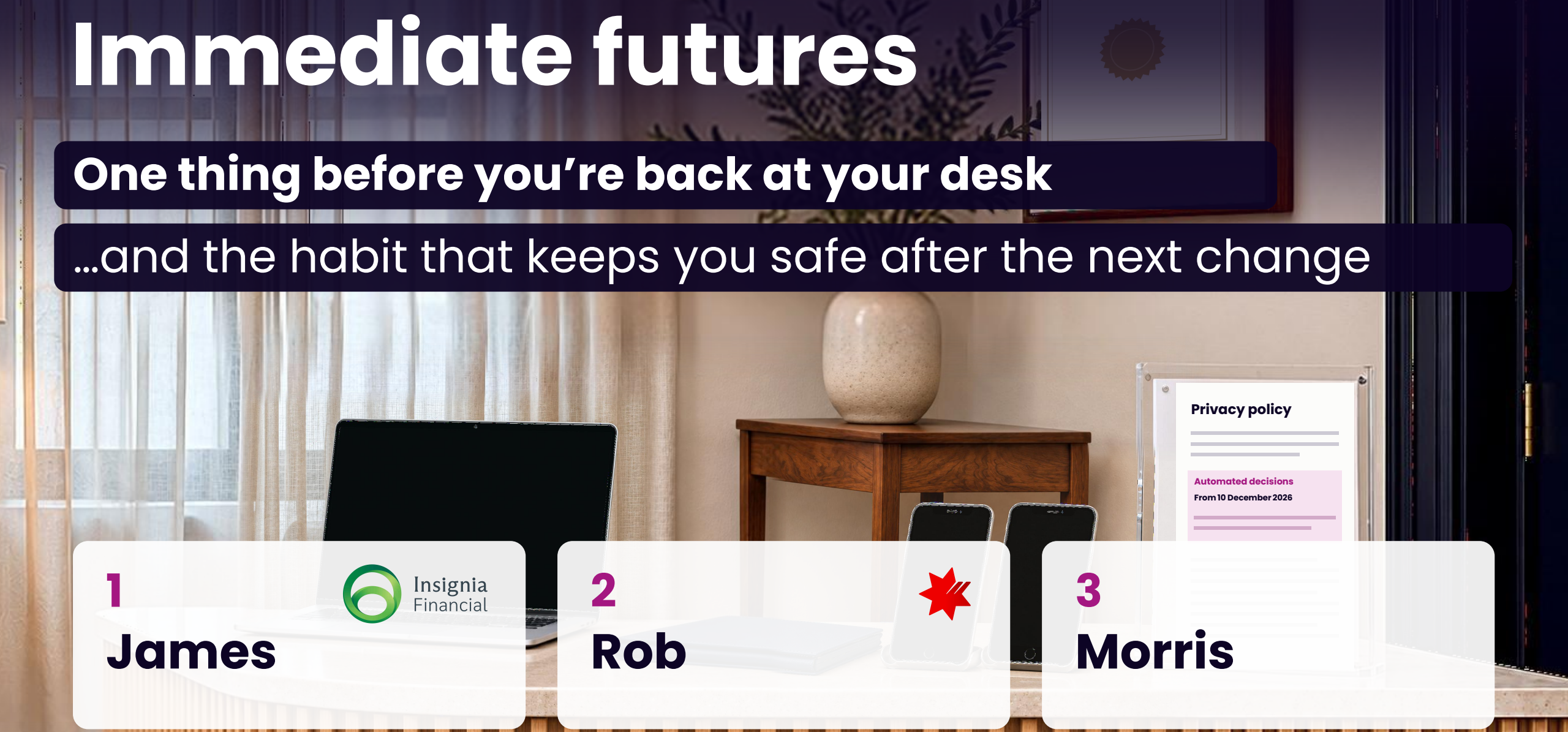
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Immediate futures

One thing before you're back at your desk

…and the habit that keeps you safe after the next change



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James

2
Rob

3
Morris

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Where to go next

The links are in my Field Notes

INSIGNIA

Tips and Resources

A PDF of cyber tips

NAB

NAB Security Hub

Alerts and a business cyber toolkit

ACSC

Small business cyber security handbook

On cyber.gov.au

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CHOOSE FORWARD.



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What you'll find there

Field Notes: my slides and notes

Talk to Mo, my AI: a month free

My books: 20% off the PDFs

The Tuesday email

YouTube

welcome.morrismisel.com/faaa-congress

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Thank you for attending

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Keep thinking with me

My Field Notes
the take-home behind these slides, 29 pages

An in-house foresight workshop
built around you, for whatever horizon you're planning for

Mo, my AI, free for a month
code FAAA26 at members.morrismisel.com/gift

My books: 20% off the PDFs
code FAAA20 at morrismisel.com/books

The Tuesday email
one idea a week: welcome.morrismisel.com/join

Both codes run until 31 January 2027.

Everything is on one page:
welcome.morrismisel.com/faaa-congress

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