

A word cloud centered around the word "SCAM" in large, bold, red letters. The word "SCAM" is the most prominent, with "FRAUD" and "SHAKEDOWN" also appearing in large, bold, black letters. Other words in various sizes and orientations include "BLACKMAIL", "hoax", "deception", "rip-off", "con", "deceit", "racket", "cheating", "sham", "double-dealing", "EXTORTION", "SCAM", "hustle", "hoax", "deceit", "con", "deception", "sham", "SHAKEDOWN", "BLACKMAIL", "EXTORTION", "SHAKEDOWN", "racket", "double-dealing", "SCAM", "double-dealing", "hustle". The background is white, and the words are arranged in a dense, overlapping pattern.

Fundamentally scams work by getting you to do what the scammer wants.



ACCC Scamwatch 2021 Report

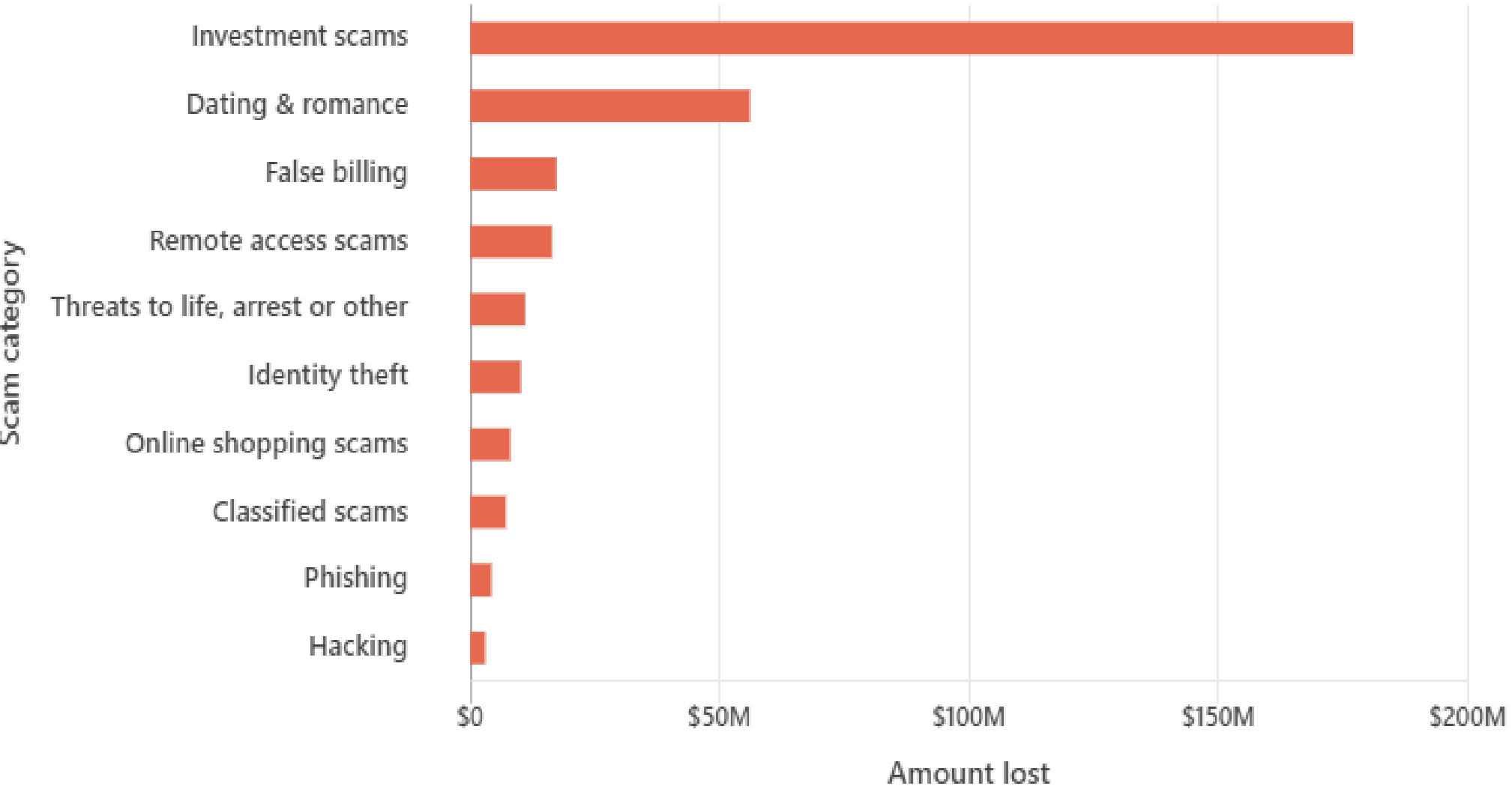
(Released July 2022)

(ACCC - Australian Competition and Consumer Commission)

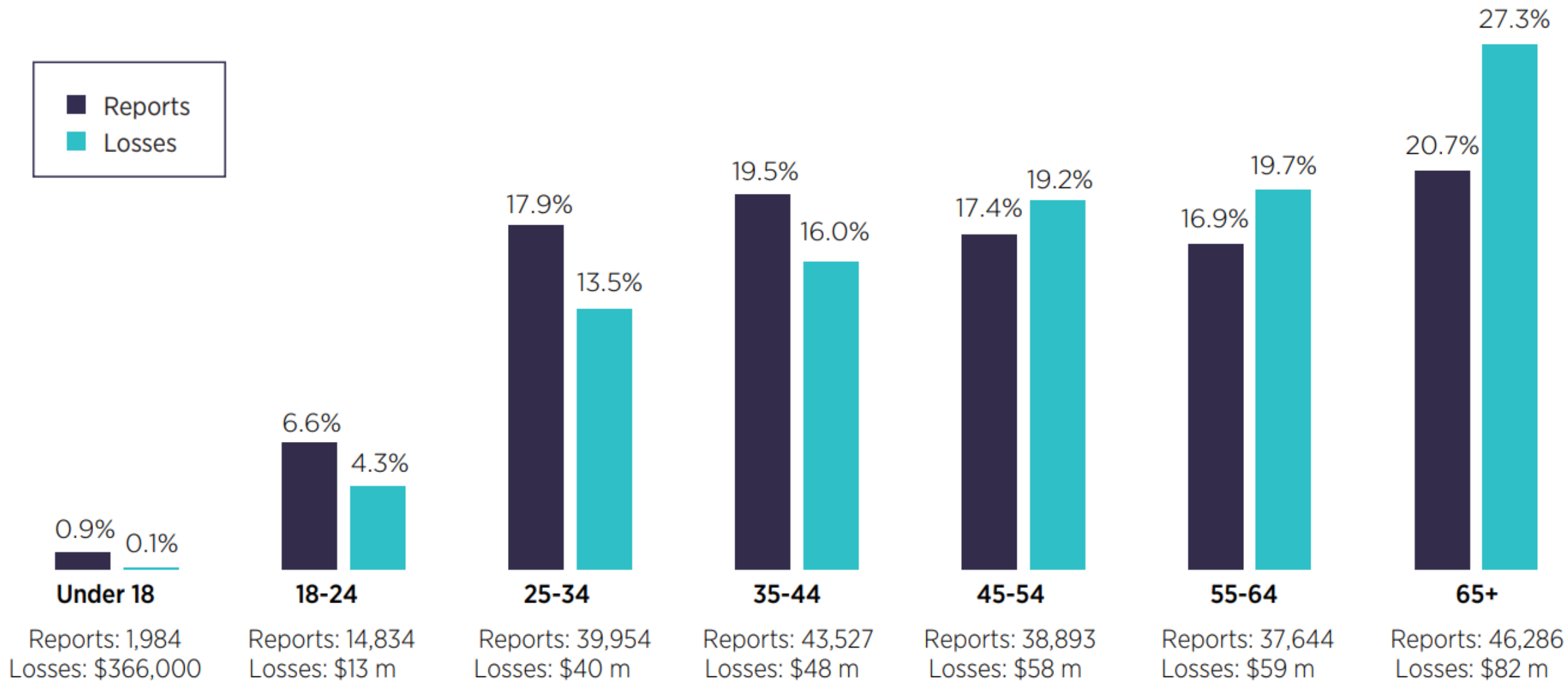
Table 2.3 Losses and number of reports by category

Scam category	Reported losses 2021	Number of reports 2021	Number of reports with loss
Investment scams	\$177,184,295	9,664	4,068 (42.1%)
Dating & romance scams	\$56,175,428	3,424	1,379 (40.3%)
False billing	\$17,303,665	21,545	1,881 (8.7%)
Remote access scams	\$16,412,258	15,698	1,330 (8.5%)
Threats to life, arrest or other	\$11,077,551	32,426	658 (2.0%)
Identity theft	\$10,159,930	22,354	951 (4.3%)
Online shopping scams	\$8,074,469	20,694	7,436 (35.9%)
Classified scams	\$7,114,830	9,561	3,080 (32.2%)
Phishing	\$4,324,128	71,308	861 (1.2%)
Hacking	\$3,041,484	15,141	547 (3.6%)
Jobs & employment scams	\$2,697,500	3,453	308 (8.9%)
Travel, prizes and lottery scams*	\$1,984,215	4,976	322 (6.5%)
Pyramid Schemes	\$1,341,389	487	215 (44.1%)
Ransomware & malware	\$1,172,034	3,623	54 (1.5%)

The top 10 scams by amount lost.



Age



Top contact methods by reports



50%

Phone

144,603 reports

\$100 million
reported lost



23%

Text message

67,180 reports

\$10 million
reported lost



14%

Email

40,186 reports

\$48 million
reported lost



4%

Internet

12,502 reports

\$51 million
reported lost



4%

Social networking/
online forums

10,140 reports

\$56 million
reported lost

Recent Government Scam reduction efforts

ACMA - Australian Communications and Media Authority

ACMA provides the rules and conditions Telcos must follow.

Telcos tend to focus on keeping their shareholders happy.

Australian Spam reduction – ACMA

- From July 2022 – Telecommunications companies subject to industry code C661:2022 - REDUCING SCAM CALLS and SCAM SMS
- Requires telcos to identify, trace, and block SMS scams. If the messages are not coming through a preapproved route then it's likely that the message will not be delivered. Cleaner Pipes project.
- Earlier 2020 regulations resulted in over 549 million Scam Calls being blocked in the first 16 months of operation.

Other Improvements

Telecommunications Customer Identity Authentication was considerably tightened in 2022.

Multi-factor identity authentication (MFA) processes must be used for all high-risk transactions. Makes it harder to deal with Telcos but safer.

But some problem areas remain. In Australia, banks are not required to cross-check the account name to the account number and BSB. This check would lower fraud by making misdirected payments more obvious.

Email and Web protection

With **email**, the email providers will try to protect you, with spam automatically being blocked or moved to junk/spam folders.

Web browsers and **search engines** will try to block “bad” web sites.

But some bad stuff will get through. So do not click on unknown links. At a minimum the scammer then knows there is someone out there.

10:30

97%



+61 482 079 181

online



Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Hi mum this is my new number my phone just broke... you can delete my previous number and save this one

9:50 am

