



Targeting scams appendices

Report of the ACCC on scams activity 2022

April 2023

Acknowledgment of country

The ACCC acknowledges the traditional owners and custodians of Country throughout Australia and recognises their continuing connection to the land, sea and community. We pay our respects to them and their cultures; and to their Elders past, present and future.

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Appendix 1: Breakdown of scam categories by reports and reported loss

Reports by losses

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$377,252,430	9,361	4,467	47.7%	▲112.9%
Dating & romance scams	\$40,575,825	3,698	1,188	32.1%	▼-27.8%
False billing	\$24,832,185	27,488	2,301	8.4%	▲43.5%
Phishing	\$24,617,192	74,573	2,336	3.1%	▲469.3%
Remote access scams	\$21,764,454	11,792	1,258	10.7%	▲32.6%
Threats to life , arrest or other	\$13,934,433	3,036	290	9.6%	▲25.8%
Identity theft	\$10,738,029	16,212	893	5.5%	▲5.7%
Jobs & employment scams	\$9,695,719	3,383	649	19.2%	▲259.4%
Online shopping scams	\$9,261,357	17,886	8,084	45.2%	▲14.7%
Classified scams	\$8,465,343	10,649	3,284	30.8%	▲19.0%
Pyramid Schemes	\$7,560,700	408	224	54.9%	▲463.6%
Inheritance and unexpected money	\$4,683,841	3,186	204	6.4%	▲407.3%
Rebate scams	\$3,270,071	4,475	163	3.6%	▲185.6%
Other scams	\$2,981,674	28,203	1,230	4.4%	▲331.6%
Hacking	\$2,962,993	11,772	713	6.1%	▼-2.6%
Travel, prizes and lottery scams	\$1,925,618	2,351	309	13.1%	▼-3.0%
Betting & sports investment scams	\$1,734,045	402	123	30.6%	▲77.6%
Overpayment scams	\$1,525,805	2,981	433	14.5%	▲81.4%
Psychic & clairvoyant	\$555,240	207	93	44.9%	▲54.9%
Fake charity scams	\$418,132	794	90	11.3%	▲121.9%
Ransomware & malware	\$372,223	2,457	64	2.6%	▼-68.2%
Health & medical products	\$334,962	2,222	507	22.8%	▼-10.0%
Mobile premium services	\$98,003	1,700	86	5.1%	▼-40.7%
	\$569,560,274	239,236	28,989	12.1%	▲75.9%

Reports by number of reports

Scam type	Number of reports 2022	Reported losses 2022	Number of reports with loss 2022	2022 % with losses from total reports	Percentage change in reports since 2021
Phishing	74,573	\$24,617,192	2,336	3.1%	▲4.6%
Other scams	28,203	\$2,981,674	1,230	4.4%	▼-31.2%
False billing	27,488	\$24,832,185	2,301	8.4%	▲27.6%
Online shopping scams	17,886	\$9,261,357	8,084	45.2%	▼-13.6%
Identity theft	16,212	\$10,738,029	893	5.5%	▼-27.5%
Remote access scams	11,792	\$21,764,454	1,258	10.7%	▼-24.9%
Hacking	11,772	\$2,962,993	713	6.1%	▼-22.3%
Classified scams	10,649	\$8,465,343	3,284	30.8%	▲11.4%
Investment scams	9,361	\$377,252,430	4,467	47.7%	▼-3.1%
Rebate scams	4,475	\$3,270,071	163	3.6%	▲118.7%
Dating & romance scams	3,698	\$40,575,825	1,188	32.1%	▲8.0%
Jobs & employment scams	3,383	\$9,695,719	649	19.2%	▼-2.0%
Inheritance and unexpected money	3,186	\$4,683,841	204	6.4%	▲74.0%
Threats to life arrest or other	3,036	\$13,934,433	290	9.6%	▼-90.6%
Overpayment scams	2,981	\$1,525,805	433	14.5%	▲47.1%
Ransomware & malware	2,457	\$372,223	64	2.6%	▼-32.2%
Travel, prizes and lottery scams	2,351	\$1,925,618	309	13.1%	▼-52.8%
Health & medical products	2,222	\$334,962	507	22.8%	▲39.9%
Mobile premium services	1,700	\$98,003	86	5.1%	▼-30.8%
Fake charity scams	794	\$418,132	90	11.3%	▼-4.9%
Pyramid Schemes	408	\$7,560,700	224	54.9%	▼-16.2%
Betting & sports investment scams	402	\$1,734,045	123	30.6%	▲22.6%
Psychic & clairvoyant	207	\$555,240	93	44.9%	▲10.7%
	239,236	\$569,560,274	28,989	12.1%	▼-16.5%

Appendix 2: Scam losses by State or Territory

Australian Capital Territory

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$8,676,300	255	119	46.7%	▲177.9%
Threats to life arrest or other	\$2,086,255	141	9	6.4%	▲540.3%
Dating & romance scams	\$956,036	99	35	35.4%	▼-50.7%
	\$900,000				
Phishing	\$807,181	2,803	93	3.3%	▲206.6%
Remote access scams	\$603,166	339	33	9.7%	▲23.6%
Classified scams	\$278,960	317	99	31.2%	▲70.7%
Online shopping scams	\$248,333	508	223	43.9%	▲36.2%
Travel, prizes and lottery scams	\$208,862	66	8	12.1%	▲3,752.8%
False billing	\$168,072	933	65	7.0%	▼-14.7%
Inheritance and unexpected money	\$134,750	88	5	5.7%	▲2,203.0%
Jobs & employment scams	\$117,111	89	21	23.6%	▲761.2%
Rebate scams	\$107,534	144	7	4.9%	▲943.5%
Identity theft	\$67,352	471	26	5.5%	▼-27.5%
Pyramid Schemes	\$66,645	15	7	46.7%	▲262.2%
Psychic & clairvoyant	\$65,210	6	2	33.3%	▲3,483.0%
Hacking	\$61,840	256	19	7.4%	▲203.9%
Other scams	\$28,237	806	35	4.3%	▲64.3%
Overpayment scams	\$19,269	84	16	19.0%	▼-91.0%
Betting & sports investment scams	\$11,668	8	5	62.5%	▲667.6%
Health & medical products	\$5,445	54	13	24.1%	▲206.1%
Ransomware & malware	\$4,620	77	1	1.3%	▲3,000.7%
Mobile premium services	\$3,686	46	3	6.5%	▼-15.3%
Fake charity scams	\$10	27	1	3.7%	▼-98.9%
Total	14,726,542	7,632	845	11.1%	▲107.8%

New South Wales

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$92,183,935	2,841	1,280	45.0%	▲50.8%
Dating & romance scams	\$12,473,943	1,130	359	31.7%	▼-21.6%
Remote access scams	\$8,947,350	3,917	359	9.2%	▲57.7%
False billing	\$8,485,807	8,457	710	8.4%	▼-0.7%
Phishing	\$6,520,319	22,775	704	3.1%	▲539.6%
Identity theft	\$4,759,676	5,162	311	6.0%	▲30.2%
Jobs & employment scams	\$3,722,345	837	216	25.8%	▲265.2%
Threats to life arrest or other	\$3,319,366	855	84	9.8%	▲55.6%
Pyramid Schemes	\$2,769,763	113	74	65.5%	▲784.7%
Classified scams	\$2,557,292	3,244	968	29.8%	▲15.9%
Online shopping scams	\$2,529,317	5,739	2,589	45.1%	▼-8.0%
Inheritance and unexpected money	\$1,704,208	943	56	5.9%	▲697.5%
Rebate scams	\$1,606,645	1,235	52	4.2%	▲309.8%
Other scams	\$1,327,605	9,191	364	4.0%	▲489.4%
Hacking	\$917,026	3,997	234	5.9%	-54.0%
Overpayment scams	\$830,805	949	142	15.0%	▲368.4%
Betting & sports investment scams	\$780,754	100	33	33.0%	▲7.5%
Travel, prizes and lottery scams	\$590,364	762	101	13.3%	▼-8.7%
Health & medical products	\$96,541	665	143	21.5%	▲68.7%
Fake charity scams	\$96,164	246	28	11.4%	▲36.2%
Psychic & clairvoyant	\$87,350	47	31	66.0%	▼-9.2%
Ransomware & malware	\$48,531	687	13	1.9%	▼-95.3%
Mobile premium services	\$26,642	581	29	5.0%	▼-62.7%
Total	156,381,748	74,473	8,880	11.9%	▲42.1%

Northern Territory

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$1,004,467	94	49	52.1%	▲0.7%
False billing	\$783,348	228	0	0.0%	▲4,021.8%
Remote access scams	\$179,719	97	16	16.5%	▼-5.1%
Phishing	\$144,178	546	14	2.6%	▲810.2%
Identity theft	\$104,148	129	13	10.1%	▲613.8%
Ransomware & malware	\$97,227	18	1	5.6%	0.0%
Rebate scams	\$91,391	47	4	8.5%	0.0%
Hacking	\$78,023	74	10	13.5%	▲1,062.1%
Dating & romance scams	\$70,311	38	19	50.0%	▼-48.5%
Threats to life arrest or other	\$66,000	30	1	3.3%	▲63.0%
Online shopping scams	\$49,252	155	66	42.6%	▼-46.9%
Classified scams	\$48,862	86	26	30.2%	▼-1.3%
Pyramid Schemes	\$42,575	4	2	50.0%	▲565.2%
Jobs & employment scams	\$31,405	21	8	38.1%	▲3,825.6%
Other scams	\$28,136	196	18	9.2%	▲760.7%
Inheritance and unexpected money	\$18,000	30	1	3.3%	▲386.5%
Travel Prizes and lottery scams	\$14,571	20	5	25.0%	▲259.5%
Overpayment scams	\$4,520	20	4	20.0%	▼-50.9%
Psychic & clairvoyant	\$558	5	2	40.0%	0.0%
Health & medical products	\$398	11	1	9.1%	▲28.8%
Betting & sports investment scams	\$-	1	0	0.0%	▼-100.0%
Fake charity scams	\$-	3	30	1000.0%	▼-100.0%
Mobile premium services	\$-	7	0	0.0%	0.0%
Total	\$2,857,089	1,860	290	15.6%	▲79.7%

Queensland

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$64,466,244	1,584	825	52.1%	▲68.8%
Dating & romance scams	\$4,529,882	822	211	25.7%	▼-32.4%
Remote access scams	\$4,250,210	2,207	236	10.6%	▲27.4%
Phishing	\$3,285,261	13,751	439	3.2%	▲95.0%
False billing	\$2,765,926	5,582	451	8.1%	▲51.3%
Classified scams	\$2,157,310	2,111	691	32.7%	▲44.5%
Online shopping scams	\$2,115,664	3,369	1,554	46.1%	▲74.6%
Jobs & employment scams	\$1,570,900	447	75	16.8%	▲557.3%
Pyramid Schemes	\$1,396,261	51	25	49.0%	▲1,251.4%
Identity theft	\$878,836	3,030	155	5.1%	▲89.4%
Rebate scams	\$717,848	903	30	3.3%	▲569.9%
Inheritance and unexpected money	\$639,063	582	43	7.4%	▲217.8%
Threats to life arrest or other	\$611,131	503	46	9.1%	▼-67.3%
Hacking	\$592,550	2,182	139	6.4%	▲164.9%
Overpayment scams	\$319,114	590	65	11.0%	▲129.7%
Betting & sports investment scams	\$293,217	95	21	22.1%	▲304.3%
Other scams	\$257,467	5,524	240	4.3%	▲90.3%
Fake charity scams	\$199,943	155	19	12.3%	▲368.1%
Travel, Prize and lottery scams	\$141,324	530	59	11.1%	▼-45.9%
Psychic & clairvoyant	\$119,265	27	16	59.3%	▲1,342.1%
Health & medical products	\$96,834	445	130	29.2%	▼-46.5%
Ransomware & malware	\$77,008	489	19	3.9%	▲93.8%
Mobile premium services	\$24,325	316	7	2.2%	▲10.1%
Total	\$91,505,583	45,295	5,496	12.1%	▲56.3%

South Australia

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$14,642,573	554	236	42.6%	▲40.2%
Phishing	\$4,224,701	6,022	152	2.5%	▲2,802.8%
Dating & romance scams	\$2,654,994	202	87	43.1%	▼-26.7%
False billing	\$1,577,101	2,119	145	6.8%	▲211.8%
Remote access scams	\$1,117,881	877	108	12.3%	▲23.8%
Online shopping scams	\$771,044	1,216	521	42.8%	▲53.3%
Classified scams	\$584,334	805	235	29.2%	▲50.6%
Threats to life arrest or other	\$323,878	239	24	10.0%	▼-64.2%
Jobs & employment scams	\$282,982	181	32	17.7%	▼-43.0%
Identity theft	\$278,052	1,210	64	5.3%	▼-57.4%
Pyramid Schemes	\$249,910	27	11	40.7%	▲658.4%
Hacking	\$160,545	987	45	4.6%	▼-32.9%
Betting & sports investment scams	\$79,933	26	9	34.6%	▲3,034.6%
Rebate scams	\$77,956	373	12	3.2%	▲33.3%
Other scams	\$66,256	2,107	89	4.2%	▲48.8%
Inheritance and unexpected money	\$44,172	325	17	5.2%	▼-21.9%
Overpayment scams	\$34,392	242	24	9.9%	▲19.7%
Health & medical products	\$24,775	157	35	22.3%	▲128.6%
Fake charity scams	\$21,880	69	10	14.5%	▲92.6%
Travel Prizes and lottery scams	\$19,976	174	20	11.5%	▼-92.4%
Psychic & clairvoyant	\$10,860	11	6	54.5%	▼-9.7%
Mobile premium services	\$3,152	119	5	4.2%	▼-84.6%
Ransomware & malware	\$1,456	248	3	1.2%	▼-89.7%
Total	\$27,252,803	18,290	1,890	10.3%	▲40.7%

Tasmania

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$7,053,167	151	78	51.7%	▲186.6%
Dating & romance scams	\$1,499,725	92	30	32.6%	▲123.5%
Phishing	\$343,799	1,594	41	2.6%	▲2,325.9%
False billing	\$276,939	549	43	7.8%	▲18.1%
Remote access scams	\$246,221	251	38	15.1%	▼-8.2%
Online shopping scams	\$185,888	385	177	46.0%	▲96.5%
Classified scams	\$173,760	275	79	28.7%	▲30.2%
Pyramid Schemes	\$167,000	5	2	40.0%	▲41,650.0%
Betting & sports investment scams	\$102,455	19	6	31.6%	▲507.7%
Threats to life arrest or other	\$82,403	96	8	8.3%	▼-77.4%
Identity theft	\$67,871	290	17	5.9%	▲25.1%
Jobs & employment scams	\$62,786	55	9	16.4%	▲193.4%
Other scams	\$37,222	556	26	4.7%	▲433.6%
Hacking	\$36,612	261	13	5.0%	▼-28.0%
Overpayment scams	\$27,015	58	9	15.5%	▲349.1%
Travel Prizes and lottery scams	\$19,134	55	11	20.0%	▲87.9%
Inheritance and unexpected money	\$13,501	99	7	7.1%	NA
Health & medical products	\$4,584	74	13	17.6%	▲253.2%
Mobile premium services	\$433	34	2	5.9%	▼-82.7%
Fake charity scams	\$ -	13	0	0.0%	NA
Psychic & clairvoyant	\$ -	2	0	0.0%	▼-100.0%
Ransomware & malware	\$ -	81	0	0.0%	▼-100.0%
Rebate scams	\$ -	99	0	0.0%	▼-100.0%
Total	\$10,400,515	5,094	609	12.0%	▲135.4%

Victoria

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$68,601,873	1,866	975	52.3%	▲74.1%
Dating & romance scams	\$10,607,258	752	274	36.4%	▼-14.4%
Threats to life arrest or other	\$7,207,427	654	93	14.2%	▲49.6%
Phishing	\$5,843,332	19,790	603	3.0%	▲719.3%
False billing	\$4,912,755	6,839	574	8.4%	▲123.2%
Remote access scams	\$4,426,736	2,982	327	11.0%	▲8.3%
Identity theft	\$3,833,586	4,265	209	4.9%	▲13.5%
Jobs & employment scams	\$3,106,922	679	155	22.8%	▲1,281.6%
Online shopping scams	\$2,430,584	4,462	2,048	45.9%	▼-1.2%
Inheritance and unexpected money	\$1,846,036	663	37	5.6%	▲403.1%
Classified scams	\$1,780,830	2,448	803	32.8%	▲4.4%
Pyramid Schemes	\$1,562,953	79	51	64.6%	▲163.1%
Other scams	\$1,081,929	6,917	305	4.4%	▲701.2%
Hacking	\$670,183	2,784	171	6.1%	▲76.1%
Travel Prizes and lottery scams	\$643,355	468	61	13.0%	▲35.4%
Betting & sports investment scams	\$424,198	83	27	32.5%	▲284.3%
Rebate scams	\$386,802	1,036	32	3.1%	▼-7.0%
Overpayment scams	\$161,233	717	118	16.5%	▲56.5%
Psychic & clairvoyant	\$146,363	55	23	41.8%	▲36.9%
Ransomware & malware	\$135,722	583	20	3.4%	▲123.6%
Fake charity scams	\$93,069	196	22	11.2%	▲144.8%
Health & medical products	\$85,619	500	110	22.0%	▼-2.0%
Mobile premium services	\$25,446	411	22	5.4%	▼-18.0%
Total	\$120,014,211	59,229	7,060	11.9%	▲61.6%

Western Australia

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Phishing	\$3,376,571	6,939	263	3.8%	▲735.5%
Other scams	\$85,371	2,653	109	4.1%	▼-19.3%
False billing	\$3,932,007	2,642	246	9.3%	▲79.2%
Online shopping scams	\$780,188	1,645	720	43.8%	▲36.1%
Identity theft	\$677,337	1,496	86	5.7%	▲89.3%
Classified scams	\$814,773	1,255	348	27.7%	▼-7.9%
Hacking	\$412,308	1,139	75	6.6%	▲259.6%
Remote access scams	\$1,971,864	1,047	131	12.5%	▲42.1%
Investment scams	\$31,377,819	930	430	46.2%	▲164.4%
Jobs & employment scams	\$478,644	775	67	8.6%	▲564.1%
Rebate scams	\$281,000	609	23	3.8%	▲93.6%
Threats to life arrest or other	\$179,585	454	19	4.2%	▼-68.7%
Inheritance and unexpected money	\$233,366	333	30	9.0%	▲649.2%
Dating & romance scams	\$4,793,855	292	123	42.1%	▲76.2%
Overpayment scams	\$112,217	285	44	15.4%	▼-17.7%
Health & medical products	\$16,926	268	35	13.1%	▼-32.9%
Ransomware & malware	\$7,159	253	6	2.4%	▼-57.6%
Travel Prizes and lottery scams	\$283,693	196	31	15.8%	▲28.2%
Mobile premium services	\$13,670	173	15	8.7%	▲21.0%
Fake charity scams	\$6,255	61	6	9.8%	▼-69.6%
Pyramid Schemes	\$612,658	33	18	54.5%	▲257.9%
Betting & sports investment scams	\$20,600	29	8	27.6%	▼-3.4%
Psychic & clairvoyant	\$22,223	16	6	37.5%	▼-81.1%
Total	\$50,490,089	23,523	2,839	12.1%	▲127.7%

Appendix 3: Scam Reports from Businesses

Category	Reported Losses 2022	Number of Reports 2022	Number of reports with loss	2022 % with losses from total reports	Percentage change in losses since 2021
Investment scams	\$ 9,899,321	121	35	28.9%	▲94.1%
False billing	\$ 8,616,844	835	241	28.9%	▲27.7%
Identity theft	\$ 1,216,961	268	22	8.2%	▲598.2%
Phishing	\$ 1,212,827	1,011	26	2.6%	▲627.8%
Remote access scams	\$873,813	102	16	15.7%	▲865.5%
Online shopping scams	\$572,728	277	130	46.9%	▲70.6%
Classified scams	\$336,349	175	73	41.7%	▼-44.5%
Jobs & employment scams	\$146,491	79	11	13.9%	▲1,210.9%
Hacking	\$101,688	180	12	6.7%	▲104.4%
Ransomware & malware	\$97,228	63	2	3.2%	▲210.1%
Other scams	\$66,579	439	28	6.4%	▲380.0%
Rebate scams	\$59,960	37	2	5.4%	▼-33.8%
Overpayment scams	\$42,596	51	12	23.5%	▲11.9%
Health & medical products	\$36,438	38	13	34.2%	▲295.9%
Dating & romance scams	\$6,006	7	2	28.6%	NA
Travel Prizes and lottery scams	\$5,000	25	1	4.0%	NA
Fake charity scams	\$600	37	2	5.4%	▼-95.5%
Inheritance and unexpected money	\$550	58	1	1.7%	NA
Mobile premium services	\$300	9	1	11.1%	NA
Betting & sports investment scams	\$ -	1	0	0.0%	▼-100.0%
Psychic & clairvoyant	\$ -	2	0	0.0%	NA
Pyramid Schemes	\$ -	1	0	0.0%	▼-100.0%
Threats to life arrest or other	\$ -	41	0	0.0%	▼-100.0%
Total	\$23,292,279	3,857	630	16.3%	▲73.31%

