

Scam victims need backup: Euroconsumers and GASA call for national fraud hotlines

Brussels, 5 December – Euroconsumers’ organizations Altroconsumo, DecoProteste, OCU, Testachats/Testaankoop, and the Global Anti-Scam Alliance are calling on their national governments to establish dedicated fraud hotlines that provide scam victims with the support, guidance, and resources they urgently need in the aftermath of a cybercrime. This urgent appeal builds on a key discussion at Euroconsumers’ International Forum, held earlier today in Brussels.

A unified response: Centralizing support for scam victims

This call to action took center stage during the workshop “From setback to Comeback: empowering scam victims” held today at the Euroconsumers’ International Forum in Brussels. The panel brought together policymakers, law enforcement officials, industry leaders, and victim advocacy groups to discuss the escalating threat of cybercrime and the often-overlooked needs of victims. It unveiled through firsthand accounts like that of Ayleen Charlotte (“Tinder Swindler”) the struggles scam victims face, their difficult journey in getting adequate responses from stakeholders like police, banks and platforms, alongside the emotional toll scams inflict. It also highlighted the need for a more coordinated and victim focused approach.

Euroconsumers and the Global Anti-Scam Alliance are advocating for the creation of national contact centers to support victims of scams. These centers would serve as a single, coordinated point of assistance, working closely with law enforcement, victim support networks, banks, telecom providers and online platforms. Their purpose is to help victims recover stolen funds, provide emotional support and ensure that they have clear guidance on where to seek help when faced with a scam.

“Instead of sending scam victims on a lonely journey through police, banks, platforms,... in pursuit of help and redress, a single fraud hotline could at least take that burden of their shoulders. It also allows for the specialized approach scam survivors require to address the shame and emotional impact that comes with a scam” – Els Bruggeman, Head Policy and Enforcement at Euroconsumers

“A better coordination between stakeholders in support of scam survivors will facilitate a better coordination among different stakeholders to pursue scammers and bring them to justice” – Jorij Abrahams, Director Global Anti-Scam Alliance

Troubling survey trends - A clear call for action from consumers

The urgency for such measures is supported by findings from Euroconsumers’ latest consumer survey. Falling for a scam, it can literally happen to each one of us: 92% of respondents reported experiencing a fraud or scam within the last two years, 78% of these even occurred in the last 12 months. Even more concerning, over half of scam victims did not seek any support and just 47% of consumers feel they have access to clear procedures for addressing cybercrime.

While a third of surveyed scam victims reached out to the police, one in four cases were closed without follow-up and one out of five even got no answer at all, leaving victims feeling abandoned and frustrated. Only three percent were able to recover their money.

[Read the full report here](#)

By addressing the gaps in enforcement and victim support, the national fraud centers can help restore trust in the digital ecosystem and ensure that consumers are no longer left to navigate the fallout of scams alone.

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About Euroconsumers

Gathering five national consumer organizations and giving voice to a total of more than 1.5 million people in Italy, Belgium, Spain, Portugal, and Brazil, Euroconsumers is the world's leading consumer cluster in innovative information, personalized services, and defense of consumer rights. Our European member organizations are part of the umbrella network of BEUC, the European Consumer Organization. Together, we advocate for EU policies that benefit consumers in their daily lives.