

## Key insights

### Ongoing and significant scam harm and losses reported to our frontline services

- Government must prioritise implementing the SPF without further delays
- Significant uplift is needed in the SPF code obligations

### Vulnerable consumers are being acutely impacted

- SPF codes must require businesses to do more to protect vulnerable consumers
- We need a system of dispute resolution that will work for and support consumers, not lead to further alienation

### Romance scams are prevalent on our frontlines

- SPF must cover digital platforms that are known vectors of scam harm such as dating apps, email services and online marketplaces

### Banks and other financial institutions are profiting from scams

- Stop the interest on scammed funds
- We need stronger hardship obligations to ensure scam victims are proactively identified and offered timely assistance

## What we saw – Q4 2025

### Total reported scam loss

**\$7.1 million  
reported lost to scammers**

- Total of 101 scam enquiries

### Scam victim vulnerability<sup>2</sup>

#### 78% of scam victims have pre-existing vulnerability

- 32% with three or more vulnerabilities
- 32% experiencing a disability
- 53% on Centrelink / in extreme financial hardship

### Most common scam types

- ATO scams
- Romance scams
- Investment/crypto scams
- Employment scams

### Most common scam impacts

- Being pursued for credit/debt that was lost to scammers
- Significant health deterioration
- Isolation
- Considering bankruptcy
- Lost superannuation

### Scam victims held liable for scammed credit and debt<sup>2</sup>

- 32% by financial institutions
- 28% by the ATO

1. This information and analysis has been compiled based on the available information and scam losses reported by callers to the National Debt Helpline (Victoria) and Consumer Action's legal advice service for Oct-Dec 2025.

2. Percentages displayed are based on enquiries where monetary loss was reported and recorded (47 of the 101 total enquiries).