Scams are a growing industry problem, requiring increased collaboration to combat and reduce losses

REPORT **2.6 million** fraud reports

$10 billion reported lost

The number of reports and the **amount lost is up.**

(2022: 2.5 million fraud reports, $9 billion lost)

Top Frauds

1 Imposters	2 Online shopping and negative reviews	3 Prizes, sweepstakes, lotteries	4 Investments	5 Business and job opportunities

Reported losses to **investment scams** grew.

$1.7 billion — 2021
$3.8 billion — 2022
$4.6 billion — 2023

Top Payment Methods and Losses

Bank Transfer or Payments	$1.8 billion
Cryptocurrency	$1.4 billion
Wire Transfer	$343.7 million

Losses to **business imposters** climbed.

$438 million — 2021
$666 million — 2022
$752 million — 2023

Faster Payments Council

Source: FTC Consumer Sentinel Report 2023
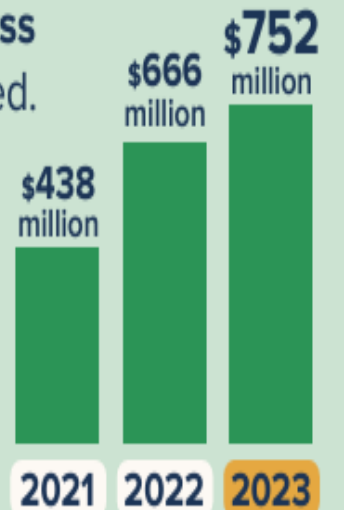
SCAM CLASSIFIER

SCAM DEFINITION: the use of deception or manipulation intended to achieve financial gain

AUTHORIZED PAYMENT: Authorized party made a payment

SCAM CATEGORY: Products or Services

Buying or selling products or services

STEP 1: CONFIRM SCAM

Does the case appear to meet the scam definition?
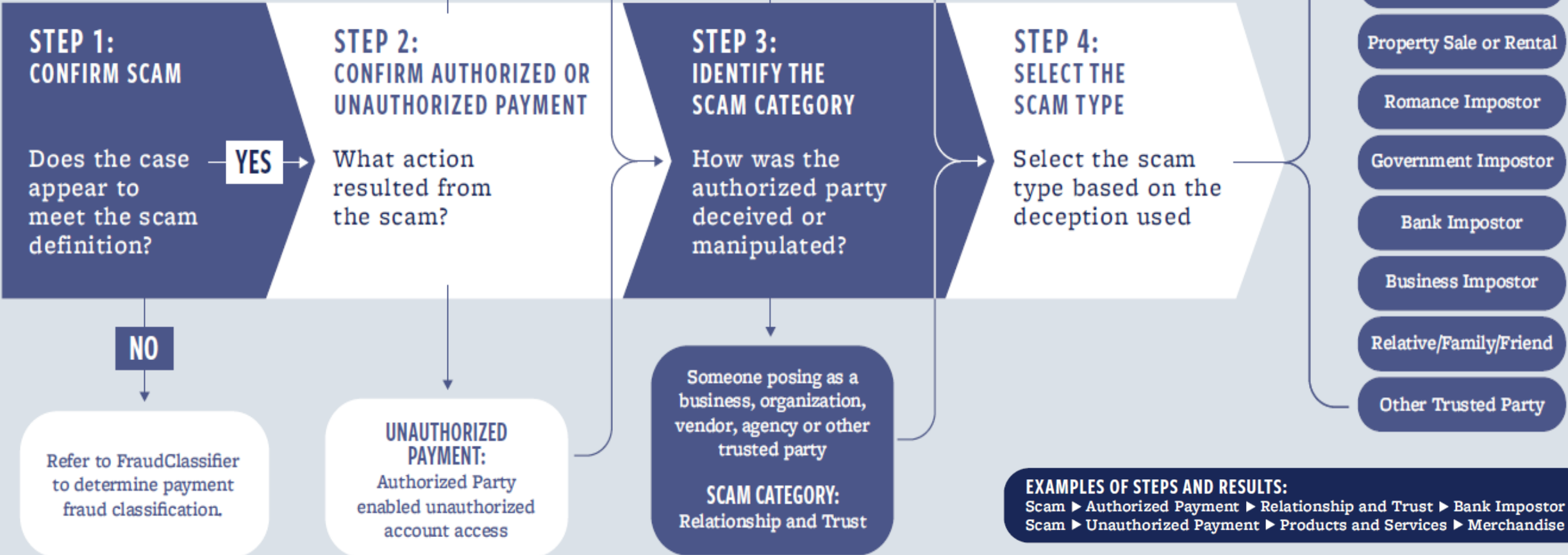
YES

NO

Refer to FraudClassifier to determine payment fraud classification.

STEP 2: CONFIRM AUTHORIZED OR UNAUTHORIZED PAYMENT

What action resulted from the scam?

UNAUTHORIZED PAYMENT: Authorized Party enabled unauthorized account access

STEP 3: IDENTIFY THE SCAM CATEGORY

How was the authorized party deceived or manipulated?

Someone posing as a business, organization, vendor, agency or other trusted party

SCAM CATEGORY: Relationship and Trust

STEP 4: SELECT THE SCAM TYPE

Select the scam type based on the deception used

- Merchandise
- Investment
- Property Sale or Rental
- Romance Impostor
- Government Impostor
- Bank Impostor
- Business Impostor
- Relative/Family/Friend
- Other Trusted Party

EXAMPLES OF STEPS AND RESULTS:
Scam ▶ Authorized Payment ▶ Relationship and Trust ▶ Bank Impostor
Scam ▶ Unauthorized Payment ▶ Products and Services ▶ Merchandise

Source: Federal Reserve ScamClassifier Model

Audience Q&A