

Key statistics

At 30 September 2023, Scamwatch received a total of **234,672 reports** with losses of over **\$397 million**. Of these total reports, **72.5% involved impersonation**.

There were **81,093 total reports** made on common impersonation scam categories with losses totalling **\$92 million**.

Key Scamwatch data (of common impersonation scams) between 1 January – 30 September 2023:

- ❑ The **top three most reported** impersonation scams were road toll scams (**19,141 reports**), Australian Government impersonation scams (**17,770 reports**) and hi mum/family impersonation scams (**9,307 reports**).
- ❑ The **highest loss categories** for impersonation scams was imposter bond scams (**\$34.97 million lost**), business email compromise scams (**\$14.14 million lost**) and bank impersonation scams (**\$11.37 million lost**).
- ❑ The **most common contact modes** for impersonation scams was by text message (**49,572 reports**), followed by phone (**10,565 reports**) and internet (**2904 reports**).
- ❑ The **top three loss categories (lost via text message)** was bank impersonation scams (**\$1.33 million lost**), hi mum/family impersonation scams (**\$1.30 million lost**), Australian Government impersonation scams (**\$614,497 lost**).
- ❑ Approximately **16.5%** of all impersonation scams reported loss of personal information which can result in future misuse and financial loss.
- ❑ The **over 55** and **over 65 age groups** accounted for **56% of total losses** to impersonation scams. The top three scam categories affecting over 55's by loss include imposter bonds (**\$26,527,796 lost**), bank impersonation scams (**\$4,436,615 lost**) and Microsoft impersonation scams (**\$7,061,702 lost**). It should be noted that these scams involved a remote access scam – which is why this group is vulnerable to these scams.
- ❑ Small businesses reported **\$8.5 million in losses** to impersonation scams across approximately **459 reports**. The top three scam categories affecting small businesses by losses include Microsoft impersonation scams (**\$4,700,000 lost**), business email compromise scams (**\$2,434,693 lost**) and imposter bond scams (**\$825,000 lost**). It should be noted that small businesses are vulnerable to the same scams as individuals, so it is not uncommon to have investment scams reported by them.



- ❑ Reporters with English as a second language (ESL) reported **3449 scam reports** and accounted for almost **7.7%** of all impersonation scam losses. The top three scam categories affecting ESL groups include Chinese authority scams (**\$4,274,782 lost**), imposter bond scams (**\$632,500 lost**), and bank impersonation scams (**\$582,990 lost**).
- ❑ Indigenous Australians reported **1196 scam reports**, however accounted for less than **0.5%** of all impersonation scam losses. The top three scam categories affecting First Nations people by loss include imposter bond scams (**\$290,039 lost**); Government impersonation scams (**\$55,308 lost**) and PayPal impersonation scams (**\$18,150 lost**).
- ❑ People with disability reported **5254 reports** and accounted for almost **4%** of all impersonation scam losses. The top three scam categories affecting people with a disability by loss include imposter bond scams (**\$1,095,000 lost**), Microsoft impersonation scams (**\$810,243 lost**) and Government impersonation scams (**\$614,018 lost**).