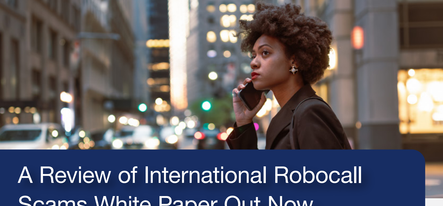


A Review of International Robocall Scams White Paper Out Now

Every day, millions of unwanted robocalls inundate subscribers around the world. While some of the calls may be legitimate, some involve scammers trying to trick individuals into providing sensitive account and personal information for financial gain. With the global nature of the times we live in, and the advent of new scam tactics such as caller ID spoofing, bad actors can quickly replicate their schemes in virtually any country.

In this infographic, we provide a preview into some of the scams covered in TNS' latest white paper.

Seasonal Scams

When goods or services are in demand at specific times of the year, such as tax season, open enrollment in the US and the holiday season, there is often an increase in reported robocall scams. TNS has collected information on some of the more prevalent scams globally:

Tax seasons around the world trigger inflation of robocall scams.

$76 million in the US and **£78.9 million** in the UK was lost to impersonation scams in one year.[1,2]

TNS data reveals healthcare scams are still some of the most reported in the US.

23 individuals were charged by the Department of Justice (DOJ) for attempts to defraud Medicare of more than **$61.5 million**.[3]

The holiday season sees bad actors taking advantage of the giving mood.

£2.7 million ($3.5 million) was lost in fraudulent charity donations in the UK in 2023.[4]

Financial and Retail Services Scams

Often, the goal of robocall scams is financial gain. Bad actors pose as banks, loan companies, mortgage providers and more to illicit funds from their targets, under the ruse of protecting them from other scammers.

"Recovery Room" scams target those who have already lost money to scammers.

Australians lost **AU$2.9 million ($1.9 million)** in recovery room scams from 2023 to 2024.[5]

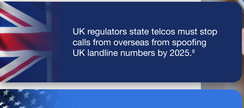
Delivery scams continue to deliver unpleasant surprises.

73% of Australians have received either robocalls or texts with fake delivery tracking information.[6]

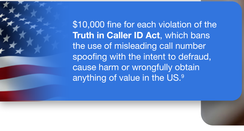
The Growing Concern on Call Number Spoofing

Despite many countries implementing laws to prevent illegal call number spoofing, there is a growing concern around the practice that is being used in robocall scams.

29,395 reports of phone-call-based scams with total losses of **AU$26.4 million ($17.6 million)** in 2023.[7]



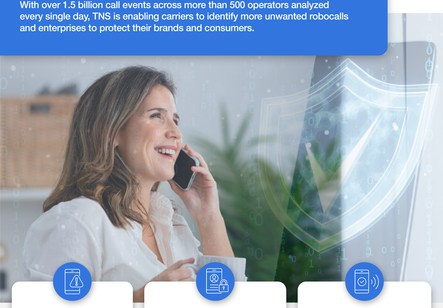
UK regulators state telcos must stop calls from overseas from spoofing UK landline numbers by 2025.[8]



$10,000 fine for each violation of the **Truth in Caller ID Act**, which bans the use of misleading call number spoofing with the intent to defraud, cause harm or wrongfully obtain anything of value in the US.[9]

Innovative Solutions to Restore Trust in Voice Calling

With over 1.5 billion call events across more than 500 operators analyzed every single day, TNS is enabling carriers to identify more unwanted robocalls and enterprises to protect their brands and consumers.

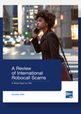


Accurately detects robocalls and caller ID spoofing to help subscribers avoid answering unwanted and scam calls with **TNS Call Guardian®**.

Ensure only verified calls reach your customers and block non-authenticated calls from reaching subscribers with **TNS Enterprise Authentication and Spoof Protection**.

Display your business name and logo on incoming screen calls to help improve your answer rates and desired call outcomes with **TNS Enterprise Branded Calling**.

TNS' International Scams White Paper provides enterprises and carriers details on the most prolific and recurring robocall scams from around the globe. Knowledge is power and TNS keeps track of these global scams in order to provide innovative and timely solutions in the fight against robocalls.



https://tnsi.com/resource/com/a-review-of-international-robocall-scams-white-paper

TNS

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3. Department of Justice, February 2023
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