

Date: 11 December 2020

Our Ref: FOI7736

## Freedom of Information: Right to know request

Thank you for your email of 16 October 2020, in which you asked for the following information:

*"The total number of suspected phishing and scam emails, texts and voice calls reported to your organisation over the last 9 full calendar months January - September 2020.*

*Please break the data down by month, for example:*

*January*

- Suspected phishing emails - 220*
- Voice calls - 24*
- SMS messages - 67"*

On 13 November 2020 you confirmed that you were interested in reports made by firms / consumers to the FCA.

We have processed your request in line with the provisions of the Freedom of Information Act 2000 (FOIA). We have approached the FCA's Supervision Hub for retrieval of the information as they are the business area dedicated to receive contacts from firms and consumers on such matters and are therefore most likely to hold the information you have requested. More information on reporting scams can be found on our website [here](#) and [here](#).

Our response is set out below.

1. Reports from consumers received in the FCA's Supervision Hub can be categorised by the heading 'scams', including a specific category for 'phishing scams'.

A search of our database produced 104 results, set out as follows:

Month	Email	Phone	SMS	Other *
January 2020	3	4	1	2
February 2020	1	4	1	2
March 2020	1	6	2	3
April 2020	1	2	1	0
May 2020	3	3	0	0
June 2020	1	13	0	2
July 2020	4	13	0	1
August 2020	4	8	1	2
September 2020	3	8	0	4
<b>Total</b>	<b>21</b>	<b>61</b>	<b>6</b>	<b>16</b>

\* Includes letters and/or social media phishing scams

2. Reports from firms are not categorised in the same way as those received from consumers. A search was carried out using the relevant search terms designed to identify the information requested.

This search returned 500 responsive results as set out below:

<b>Month</b>	<b>Email</b>
January 2020	3
February 2020	0
March 2020	87
April 2020	3
May 2020	318
June 2020	19
July 2020	6
August 2020	4
September 2020	60
<b>Total</b>	<b>500</b>

Please note that the searches for the items listed above are not exhaustive but reflect our reasonable searches using the relevant search terms.

### **Your right to complain under FOIA**

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response at [FreedomofInformationAppeals@fca.org.uk](mailto:FreedomofInformationAppeals@fca.org.uk).

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

Website: [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

Information Disclosure Team  
Financial Conduct Authority