

FRAUDSCAPE 2020

Key Findings

Overall

- 2019 saw the highest volume of cases ever recorded to the National Fraud Database (NFD) – 364,643 cases, up 13% on last year, a rise of 43,001.
- Identity fraud cases made up 61% of total cases recorded to the NFD, and additionally nearly a quarter of cases were in relation to misuse of facility.
- 2019 also saw a significant increase in facility takeover and the insider threat cases.

Identity Fraud

- Cases of identity fraud rose by 18% in 2019 (223,163) compared to 2018 (189,108) and accounted for 61% of the cases recorded to the NFD.
- Over the past five years, identity fraud cases have risen by 32%, with plastic cards and bank accounts particularly targeted.

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- 87% of identity fraud cases in 2019 occurred via online channels and over half are granted before the fraud is identified. This is a prominent issue for identity frauds involving plastic cards or bank accounts.
- A large proportion of victims of impersonation are aged over 31, with a 22% rise in victims aged 61+.

Facility Takeover

- There were nearly 32,000 cases of facility takeover recorded in 2019, a 34% increase compared to 2018 (23,791).
- Frauds against telecommunications products such as mobile phones, account for over half of cases recorded.
- Frauds against online retail products such as online shopping accounts, saw a 100% increase between the two periods.
- Overall, the majority of filing reasons are in relation to unauthorised security/personal details being changed followed by unauthorised facility upgrade.
- A large number of victims are aged between 41-50 years old, a 43% increase for this age group.

Misuse of Facility

- There were nearly 84,000 cases of misuse of facility recorded in 2019 – up 2%, from the previous year. Bank accounts are the most targeted product, followed by online retail accounts where nearly all the frauds are in relation to evasion of payment.
- The fact that 74% of bank accounts recorded this type of fraud may indicate behaviours that could be associated to money muling as these types of cases saw a 6% increase between 2018 and 2019.
- Overall, 62% of subjects in these cases were males aged under 30 years old, with an increase in females recorded for this type of activity.
- Most products are recorded for misuse within a year of being applied for.
- The most affected region was London, which saw a 45% increase, with the West Midlands region also showing an increase.

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Internal Fraud

- 432 individuals were recorded for internal fraud in 2019 - up 13% compared to 2018, with the main cases involving dishonest actions by staff and employment application fraud.
- The most prevalent form of dishonest action was theft of cash from an employer, followed by theft of cash from a customer.
- Most of the staff involved were likely to have been employed between one and five years, male and aged between 21-30 years old. Most are from branches or call centres.
- In unsuccessful employment applications, the most prevalent form of deceit was concealed adverse credit history.
- False qualifications and false references have seen an increase between the two periods. Most applicants were likely to be male and aged between 21-30 years old, however females aged between 41-50 have risen by a third.