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Your Ref:

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Mark Hunter MP  
House of Commons  
London  
SW1A 0AA

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*To ask the Secretary of State for Culture, Media and Sport, how many complaints regarding fraudulent schemes conducted by telephone Ofcom has received in each of the last 10 years. [311285]*

I am writing in response to your question (above) to the Secretary of State for Culture, Media and Sport tabled on 13 January 2010. It has been forwarded to Ofcom for a reply as the independent regulator for the UK communications industry.

I understand that, following further clarification from your office, your question concerns telephone calls where it was believed that the motive of the call was to illegally obtain information and/or financial information.

Please find below a table showing the number of complaints we have received about "scams" each year, where consumers believe that they have been the recipients of a telephone call, where the motive of the call was to fraudulently obtain information and/or financial details from them.

Year	No. of Complaints – "Scams"
2004	830
2005	2,274
2006	3,330
2007	2,738
2008	2,342
2009	1,346

I would like to make it clear that without knowing the full details of each case, or indeed having a clearer definition of "fraud" it would be difficult to be sure that these figures are truly accurate. It should also be noted that our case logs only deal with the consumers' side of the story and what they believe is fraud may in fact be something that is legitimately in their service contract etc.

I hope this information is helpful, but if you have any further questions, please do not hesitate to contact us.

A handwritten signature in black ink, appearing to read "Ed Richards". The signature is fluid and cursive, with the first letter "E" being particularly large and stylized.

**Ed Richards**