

Reference: 01959340

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

13 March 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning roaming fraud.

We received this request on 13 February 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*I am writing to request information under the Freedom of Information Act 2000 regarding cases of roaming fraud affecting individuals travelling from the UK to Europe. Specifically, I would like to request data covering the period from 2019 to 2024.*

*Please could you provide the following information:*

- 1. The number of reported cases of roaming fraud for individuals travelling from the UK, broken down by each European country where the fraud originated.*
- 2. The monetary losses associated with these cases, including a breakdown of:*
  - \* The total financial impact per country.*
  - \* The number of cases where monetary loss was incurred and their individual amount.*
- 3. The style of roaming fraud reported, including:*
  - \* SIM swap fraud.*
  - \* Scam text messages (e.g. phishing or smishing).*
  - \* Unauthorised network access.*
  - \* Other forms of fraud (please specify).*
- 4. A breakdown of roaming fraud cases by mobile network provider, detailing which providers were impacted and how frequently.*

### Our response

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We do not hold this information.

We have checked our case management system and whilst we do capture telecom complaints/issues under several categories such as, scams, roaming, billing/pricing/charges, contracts, silent and unsolicited calls, changing provider etc, we do not have a category for “roaming fraud” or have a way to search for complaints that relate to roaming fraud affecting individuals traveling to Europe.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).