PANEL 3
EXPERIENCES AND DEVELOPMENTS IN REGULATORY AND SUPERVISORY APPROACHES TO TACKLING FINANCIAL SCAMS AND FRAUDS – FRANCE

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Development and sophistication of scams and frauds in France

“Strong authentication” of online payments implemented by the second Payment Services Directive (PSD 2) has allowed to reduce continuously the rate of fraud since the beginning of 2020:

- Significant drop (33 %) of fraud on credit cards in 2021 in France (0,99 %) compared to 2022.

Despite this, fraud with manipulation is increasing and is given a close attention by the French public authorities.

Frauds with manipulation:

- fraud by which the fraudster pushes their victim to validate themselves a payment operation, unwittingly.
- Based on more and more sophisticated scenarios
- 40% of total fraud on means of payment.

2022:

↗ 27% (compared to 2021) => 340 M€

2023:

204 M€ on the first semester
The role of the *Observatoire de la sécurité des moyens de paiement* (OSMP)

The OSMP publishes an annual report that makes recommendations towards consumers and professionals.

2023 report listed good practices such as:
- Never communicating data associated with a payment mean (password, confidential code, cryptogram…) to a third person;
- Not keeping these data on a material or digital medium;
- Not answering to requests from people introducing themselves as payment services provider or bank advisor;
- Never entrusting one’s payment mean to a third person (ex: courier);
- Paying attention to communication actions of one’s payment services provider.

In its communication actions, the OSMP / Banque de France insists on the fact that the bank advisor or the payment services provider does not need their client’s personal banking data to cancel a fraudulent operation and thus will never ask these information on a phone call.
Actions of awareness and prevention lead by the 
**Autorité de contrôle prudentiel et de resolution**

Within the ACPR, the service in charge of business practices control (DCPC) takes the following actions:

- Publication of educational content on the website: **Assurance Banque Epargne Info-service (ABEIS)**

- Publication of blacklists of websites and email addresses involved in proven scams and frauds

- Publication of educational and precautionary content on social media: [Facebook](#) and [Instagram](#)

- Prevention campaigns on the radio and on the ACPR [YouTube](#) channel

- Broadcast of a flyer created in collaboration with the service in charge of fight against financial crime at the Autorité des marchés financiers (AMF): «**Placements, crédits, assurances ... Avez-vous les bons réflexes ?**»
Thank you