



MINISTÈRE
DE L'ÉCONOMIE,
DES FINANCES
ET DE LA SOUVERAINETÉ
INDUSTRIELLE ET NUMÉRIQUE

*Liberté
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Direction générale
du Trésor

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 résolution*

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 :  and 
- Prevention campaigns on the radio and on the ACPR  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 ? »



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Thank you

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