

Dear Sirs,

Further to my previous correspondence, I would add that I believe that investigations on potential scammers should not just rely on complaints.

I don't know how you operate, so you may already be doing what I am suggesting.

My understanding is that you investigate complaints, hence how you know there is a potential breach of guidelines/regulations.

One problem with this is that many people don't go further than phoning their provider and not reporting to yourselves.

I believe there should be some 'intelligence led' investigations; e.g. checking the internet and phone communities where you will see many complaints and examples of breaches. if you look up [REDACTED] you will find many complaints, even on [REDACTED] tweets, complaining of the 'pay for it' scam; yet I see no rulings against this company.

I found loads of info on the three scammers who ripped me off; [REDACTED] (and [REDACTED], who messaged me), [REDACTED] and [REDACTED]. I appreciate that these are not direct complaints to the PSA directly, but they are 'cases'. The scammers bank on victims not bothering to contact the PSA; if they knew they were being 'hunted' they may be less likely to carry out their scams.

I also believe that the phone providers should forward you cases of potential breaches.

I also believe that any company taking money from people without permission should be banned AND prosecuted.

I do appreciate the possible extra workload, but the scammers have been at it for years stealing money from people.

Regards

[REDACTED]

----Original message----

From : [REDACTED]

Date : 05/10/2018 - 13:49 (BST)

To : consultations@psaauthority.org.uk

Subject : PSA Consultation

Dear Sirs,

I would like to contribute to the above consultation.

I am writing to you about the appalling scam that has taken place for at least 10 years for which ALL the major phone providers know about and have done almost nothing and for which the scammers have taken advantage of the loophole in your special conditions. The loophole is that the special conditions do not apply for any charge less than £4.50.

I had three charges made against my account from [REDACTED]
[REDACTED] two of those charges were £4.50 and the other was £3. I suspect that if you special conditions were limited to £10 it would have been £10 each!

At this present moment you are investigating all three companies; you stated there were areas of concern after monitoring hence the investigation. I cannot critique your performance yet as the investigation is still running and I also need to add a bit more evidence (e.g. recent correspondence and a discrepancy from [REDACTED] as to the website I apparently subscribed to)

I was disappointed with the investigation by [REDACTED] because they only had the email address to one of the scammers, and received no response. I had to pass on the other two contact details. Basically, [REDACTED] said they couldn't do anything! This is disgraceful because they surely have the ability to take the scammer off the airwaves, considering the number of complaints, including those on the [REDACTED]

I believe there should be special conditions for ALL amounts, even a fraction of a penny. I understand that some of these scammers have been fined or given 'yellow' cards; this does not work. The PSA should push for prosecution of these scammers simply because they are committing theft.

The scammers should be forced to reveal actual addresses and personnel as well as direct phone numbers, NOT call centres.

I also believe that the messaging/billing companies, such as [REDACTED] should be held to account as they are driving the scam through [REDACTED] and [REDACTED] among others.

I also believe that action should be taken, a bit like the PPI issue against the phone providers to stop them from 'opening the doors' for the thieves.

There should be linking up with the foreign counterparts of the PSA, e.g. [REDACTED] scammers.

The scammers should be shut down immediately if a certain number of complaints are made (like 10).

In the meantime, I have a petition out about this very thing and will promote your consultation

[REDACTED]

Your faithfully

[REDACTED]