



Netsafe response to TCF consultation on draft Scam Prevention Code

1. Thank you for the opportunity to comment on the draft Scam Prevention Code. As a third party signatory to previous iterations of the Code Netsafe fully endorses the work the TCF continues to undertake to address scams, and intends to participate in the Code and cooperate as a third party as before. From Netsafe's experience scams continue to increase both in number and in sophistication and complaints made to Netsafe disclose both significant financial losses and significant distress caused by those perpetrating scams.
2. Netsafe notes the voluntary Code is limited to scam telephone calls and SMSs and understands the reasons for this given TCF's role and functions. However, from the victim's perspective it does not matter which communication network is used to perpetrate a scam and how exactly a scam call or message is received (increasingly on personal devices). The harm/distress caused is the same. Netsafe would encourage all efforts to address the harm caused by scams perpetrated by methods other than over telephone or SMS networks e.g. through cooperation or sharing of best practice with domestic and international internet service providers to the extent that does not already happen.
3. Netsafe is, in particular, interested to understand the scope for greater international cooperation with international telecommunications service providers or industry bodies to address the reality that scams are a global phenomenon and the vast majority of scams calls/SMS originate from outside New Zealand. The Code is limited in this respect. Netsafe would endorse all efforts whether through voluntary mechanisms or through more formal intergovernmental channels to address the harm increasingly caused by scams.

Netsafe
17 October 2022