

Working Alongside Law Enforcement to Protect Consumers from Financial Fraud and Scams

Financial fraud and scams affect all payment methods, including cash, gift cards, cryptocurrency, wires, P2P payments, and checks, and have been a persistent issue since the early days of commerce. Today, however, fraud and scams pose a unique national security threat. Americans' safety and financial health are increasingly at risk, with criminals preying on unsuspecting citizens to carry out their schemes at home and abroad, defrauding and scamming American households out of more than \$130 billion each year. They are selling nonexistent products on social media, perpetrating romance scams on dating sites, spoofing phone numbers of legitimate businesses, and causing data breaches at large companies. And with the help of new technologies like AI, criminals can develop more advanced financial fraud and scams that require coordinated, collaborative solutions to stop these complex and far-reaching crimes at the source.



We take our responsibility seriously to do our part in protecting the financial system, and the customers, clients, and communities who benefit from it.

We have regulatory – and moral – obligations to do our part in keeping our financial system, and those who count on it, safe from financial fraud and scams. American banks like ours stand out for their increased security measures, implementing advanced technologies and rigorous protocols to protect consumers and combat financial fraud. Each year, JPMorganChase proactively identifies nation-state and cybercriminal threats, stopping more than \$14 billion in fraud attempts.



Law enforcement has a critical role to play in consumer protection efforts.

Banks alone cannot prevent people from falling victim to scams. Criminals everywhere have and will always find ways to harm vulnerable people, using a variety of tools. We work closely with law enforcement to assist their investigations and have established an internal working group to enhance collaboration and improve our operating model to ensure we can efficiently supply the evidence needed to help remove wrongdoers who infiltrate Chase's customer segments. However, more must be done to prevent, identify, and prosecute bad actors. We understand that law enforcement may have limited resources to catch bad actors and investigate fraud and scams – particularly those with a lower monetary value – but they still must play the primary role in crime prevention. We need our government to provide more resources to law enforcement, to better support their ability to investigate and stop these crimes and bring justice to victims.



We are collaborating across the public and private sectors and between industries to prevent criminals from carrying out their schemes in the first place.

While law enforcement must play the primary role in crime prevention, preventing fraud and scams demands a coordinated national response to combat increasingly sophisticated criminals across industries and sectors. That's why law enforcement agencies like the U.S. Department of Homeland Security and the Financial Crimes Enforcement Network has joined us and many others in participating in the Aspen Institute's National Task Force for Fraud & Scam Prevention. This initiative aims to create a national strategy involving government, law enforcement, banks, social media platforms, tech and telecom firms, and civil society. We are eager to work alongside law enforcement and many others to develop real solutions and stop these crimes at the source.