

A stylized radar chart background with concentric circles and radial lines, overlaid on a red-to-purple gradient. The chart is centered on the left side of the page.

# GLOBAL ROBOCALL RADAR

2018 REPORT

hiya

# SUMMARY

Unsolicited robocalls are a global issue affecting consumers in nearly every part of the world. This incessant problem is only getting worse due to a lucrative profit motive for scammers.

Hiya provides reputation information based on real-time analysis that identifies spammers in minutes. Hiya analyzes more than 12 billion monthly calls globally to identify incoming and outgoing calls. With this information, users can elect to block unwanted robocalls from ringing through to their mobile device.

In our new Global Robocall Radar report, we take a look at some of the data and trends from 2018, including: the total number of spam calls made worldwide, the most prevalent spam campaigns worldwide and a deep dive into the top ten countries that have the worst spam problem. While robocalls constitute a large share of all unwanted calls, in this report, the term “robocall” should be interpreted as all nuisance and fraudulent calls.

# GLOBAL SPAM BY THE NUMBERS 2018



**85 billion\***  
**Robocalls**

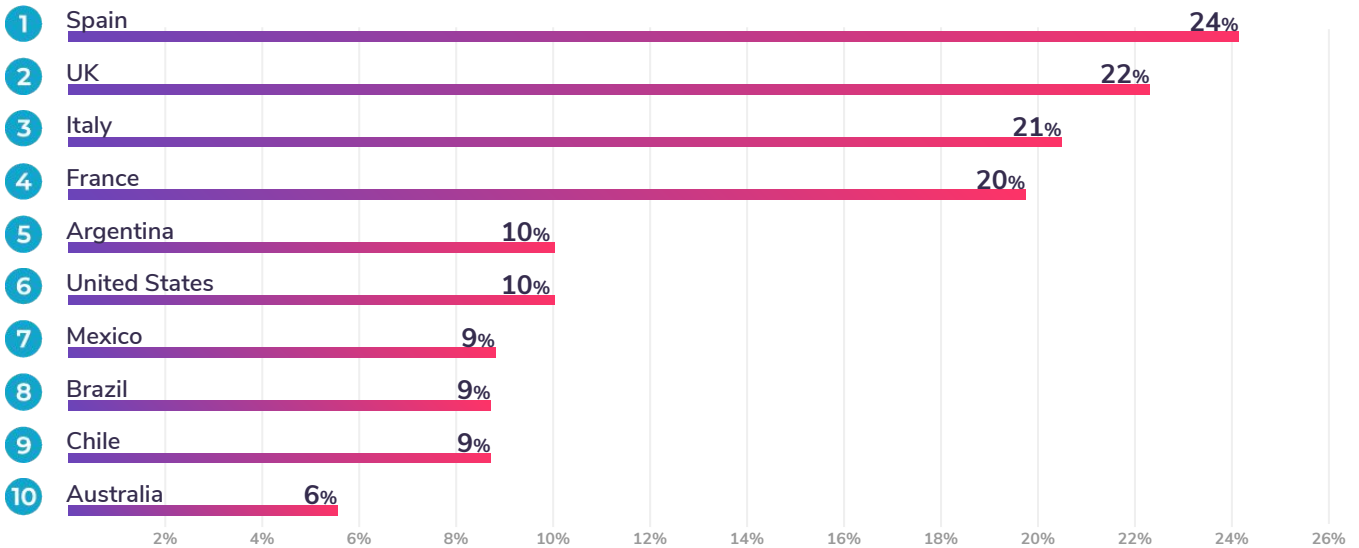
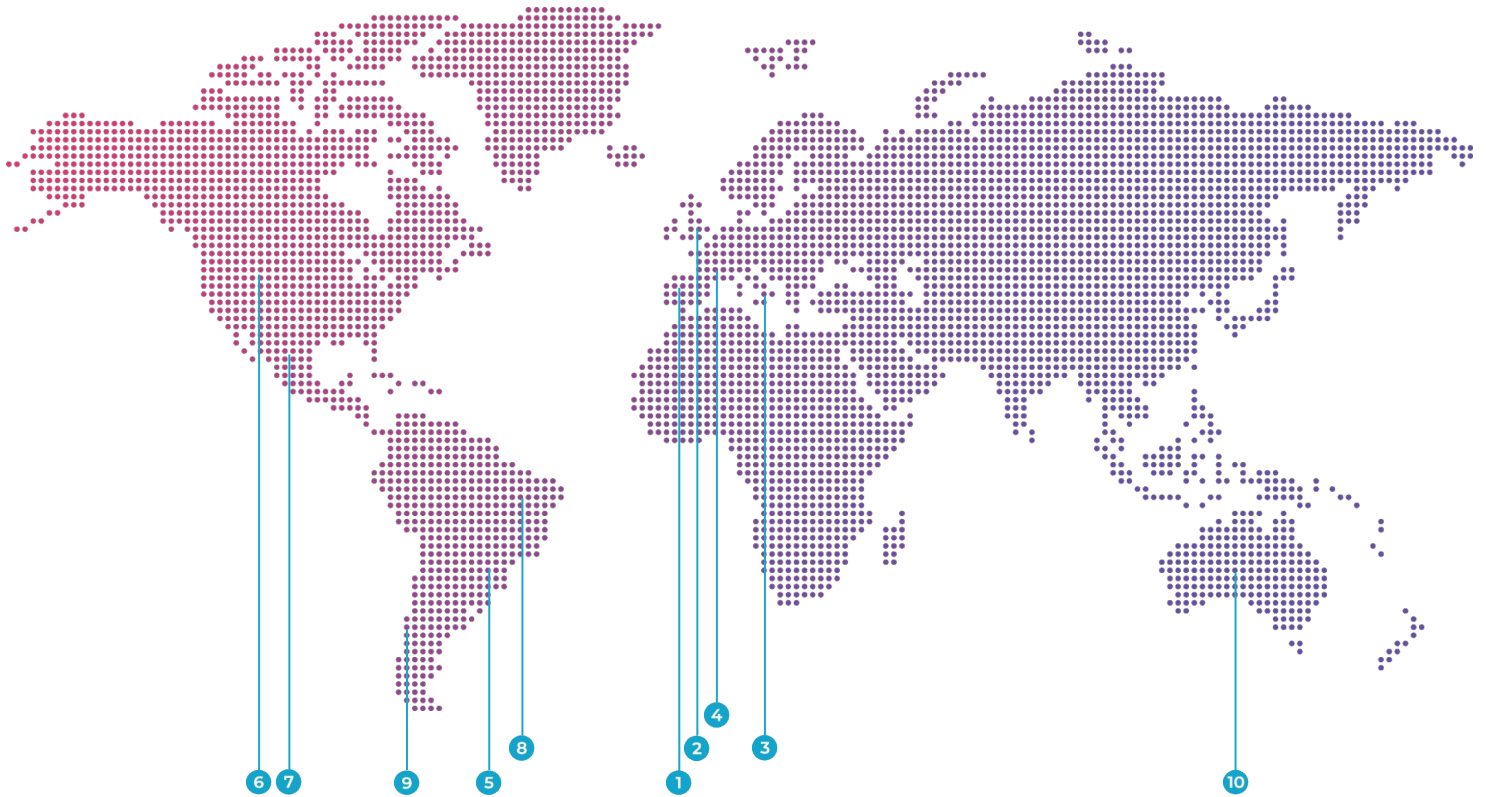
Total # placed  
worldwide.

**325%**

Growth in spam calls  
worldwide

\* The Global Robocall Radar is calculated by extrapolating the total number of unwanted robocalls detected among Hiya's user base as compared to the mobile subscriber base worldwide.

# TOP 10 COUNTRIES WITH THE BIGGEST PHONE SPAM PROBLEM



# MOST PREVALENT SPAM CAMPAIGNS WORLDWIDE

|                           |  |
|---------------------------|--|
| Bank Account Scam         | Callers pretend to be an official representative of the bank and request sensitive information or items which will allow them to access the victim's bank account.   |
| Extortion/<br>Kidnapping  | These scammers call random phone numbers and demand payment for the return of a kidnapped" family member or friend.  |
| Credit Card Scam          | Thieves will trick victims out of their personal information. They might call, posing as their bank, to "assist" while phishing for card details. Random scammers might even call hotel rooms acting as the front desk to "confirm" credit card details. |
| Wangiri Scam ("One Ring") | For years, the Wangiri scam, also known as the 'One-Ring Scam,' has been preying on victims and enticing them to call back international numbers. The victim in this case does not realize that they're being charged for premium rates.                 |
| Neighbor Scam             | Phone fraudsters use Voice over Internet Protocol (VoIP) software to mimic (also known as spoofing) the first few digits of a user's phone number to trick consumers into thinking a nearby friend or business is calling.                               |

# SPAIN: PHONE SPAM OVERVIEW



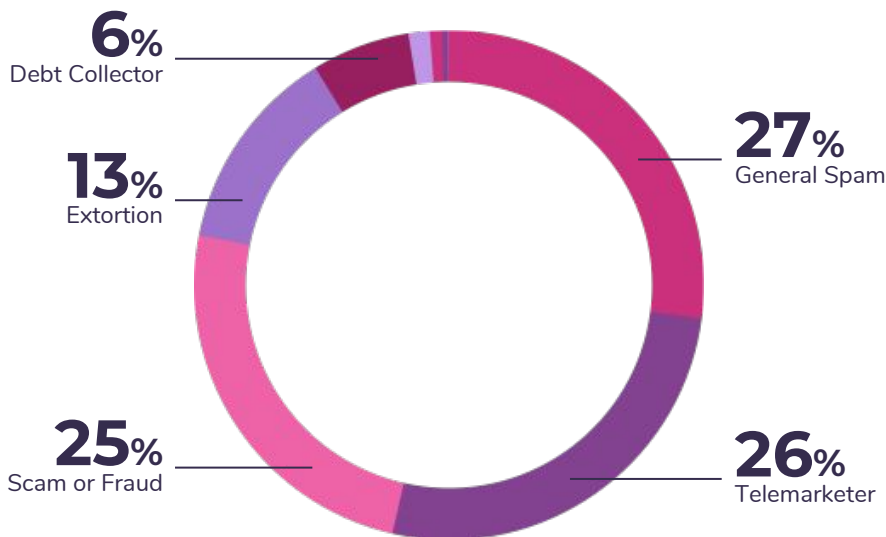
**24%**

Spam Rate \*

**9**

Monthly Spam Calls  
Per User

## Top Spam Categories



## Top Types of Spam Calls in Spain

### Wangiri Scam

Originating from the West African Atlantic Coast, seconds before a victim can pick up the call, the culprit hangs up. Scammers will leave a message urging the victim to call a number to either receive a so-called raffle prize, or find out about a sick relative. If the victim calls back, they will be connected to an international hotline charging a connection fee, along with significantly high per-minute fees.

### Bank Account Scam

Callers pretend to be an official representative of the bank and request sensitive information or items which will allow them access to the victim's bank account.

\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# UK: PHONE SPAM OVERVIEW



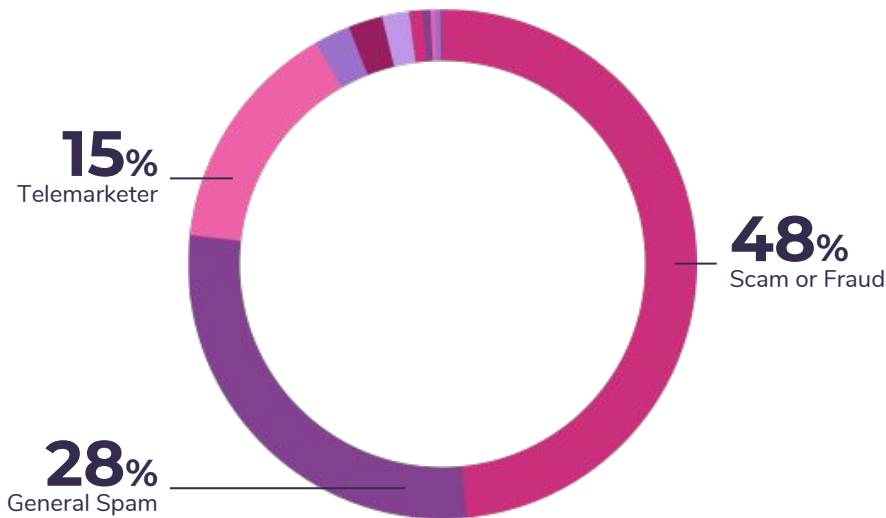
**22%**

Spam Rate \*

**7**

Monthly Spam Calls  
Per User

## Top Spam Categories



## Top Types of Spam Calls in the UK

### Payment Protection Insurance (PPI)

Scammers attempt to sell victims PPI (payment protection insurance), which is usually provided with loans, credit cards, store cards, mortgages, car loans, overdrafts, or any type of credit. Unfortunately, they're selling a product that doesn't exist and the victim doesn't realize it until they've paid.

### HMRC (HM Revenue and Customs) Scam

Consumers receive SMiShing messages (where scammers trick consumers through a text that includes a link that will download a virus or other malware onto their phones) or phone calls requesting they verify information, claim tax rebates, or pay unpaid taxes.

\* Percentage of incoming calls that are classified as nuisance or fraudulent.

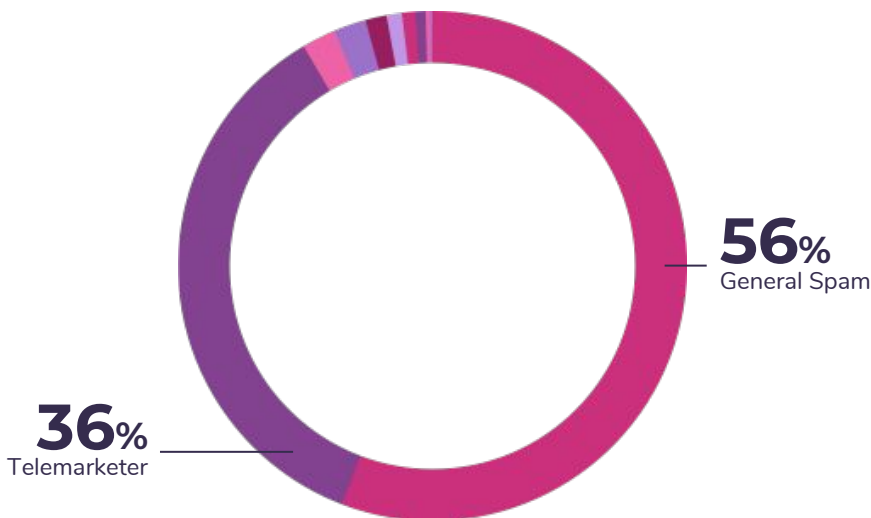
# ITALY: PHONE SPAM OVERVIEW



**21%**  
Spam Rate \*

**6**  
Monthly Spam Calls  
Per User

## Top Spam Categories



## Top Types of Spam Calls in Italy

### Solar Energy

Fake agents pretend to be from a company representing a utility service and ask for account information to conduct a price comparison. Ultimately, scammers enroll the victim in a service that does not exist.

### Credit Card Scam

Thieves will trick victims out of their personal information. They might call, posing as their bank, to "assist" while phishing for card details. Random scammers might even call hotel rooms acting as the front desk, to "confirm" credit card details.

\* Percentage of incoming calls that are classified as nuisance or fraudulent.



# FRANCE: PHONE SPAM OVERVIEW



**20%**

Spam Rate \*

**7**

Monthly Spam Calls  
Per User

## Top Types of Spam Calls in France

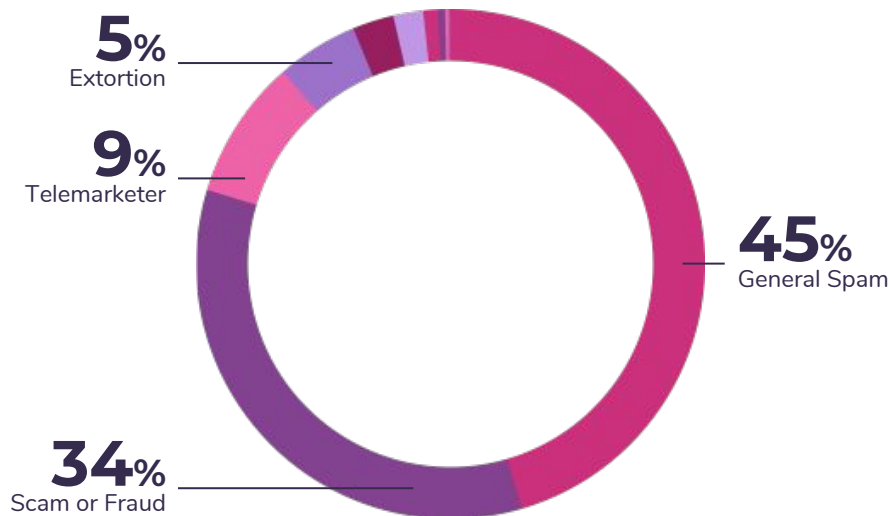
### Ghost Delivery Scam

For this scam, victims get something in the mail that entices them to call a premium phone number where they are then charged a fee per minute.

### Tech Support

Using the spoofing technique, scammers are posing as tech support calling with regard to a notification of a possible virus on the victim's device. After the scammer informs the victim of the so-called virus, they offer to fix the issue and ask for access to their device. Unfortunately, victims who fall for this scam not only give scammers access to financial and personal information, but are then duped into paying for false services.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# ARGENTINA: PHONE SPAM OVERVIEW



**10%**

Spam Rate \*

**3**

Monthly Spam Calls  
Per User

## Top Types of Spam Calls in Argentina

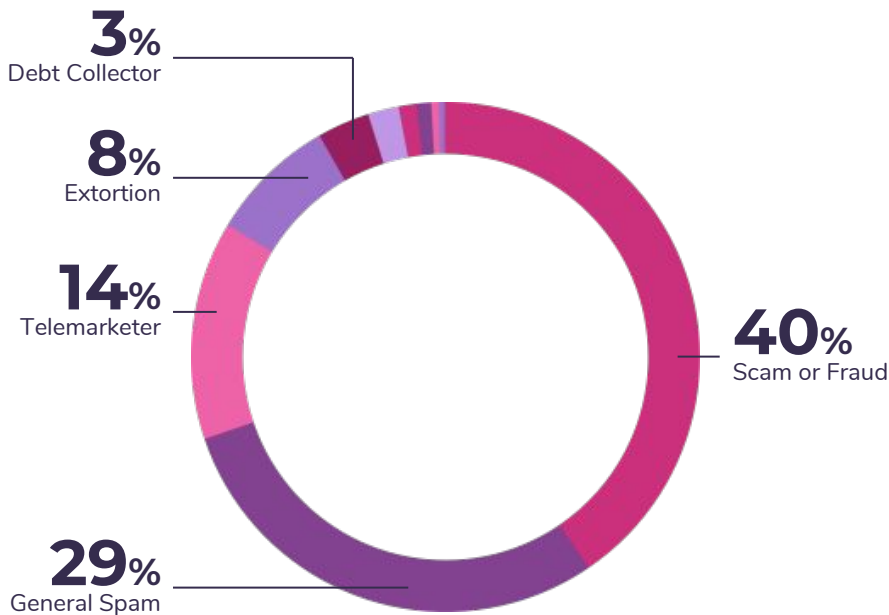
### Bank Account Scam

Callers pretend to be an official representative of the bank and request sensitive information or items which will allow them access to the victim's bank account.

### Lottery Scam

The scammer claims to have recently won a lottery, and often uses the name of an actual lottery winner (someone not involved in the scam in any way). The scammer tells the victim that they want to share their winnings with them in return for personal and financial information so that they can receive the pay-out.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# UNITED STATES: PHONE SPAM OVERVIEW



**10%**  
Spam Rate \*

**7**  
Monthly Spam Calls  
Per User

## Top Types of Spam Calls in the United States

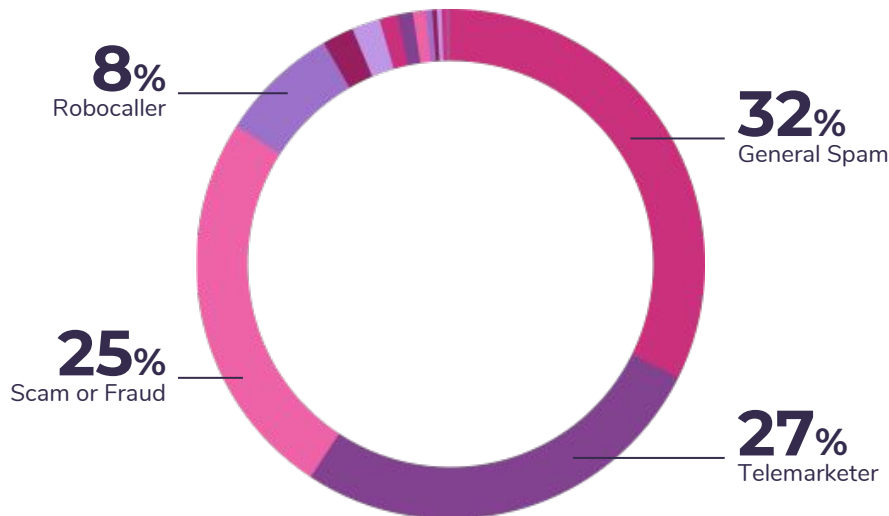
### IRS (Internal Revenue Service) Scam

The caller pretends to be with the IRS and demands money for unpaid taxes or will trick the recipient into sharing private information.

### Neighbor Scam

Phone fraudsters use Voice over Internet Protocol (VoIP) software to mimic (also known as spoofing) the first 3, 4, 5 or 6 digits of a user's phone number to trick them into thinking a nearby friend or business is calling. The resulting scam could be anything, with the scammer attempting to benefit financially.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# MEXICO: PHONE SPAM OVERVIEW



**9%**  
Spam Rate \*

**6**  
Monthly Spam Calls  
Per User

## Top Types of Spam Calls in Mexico

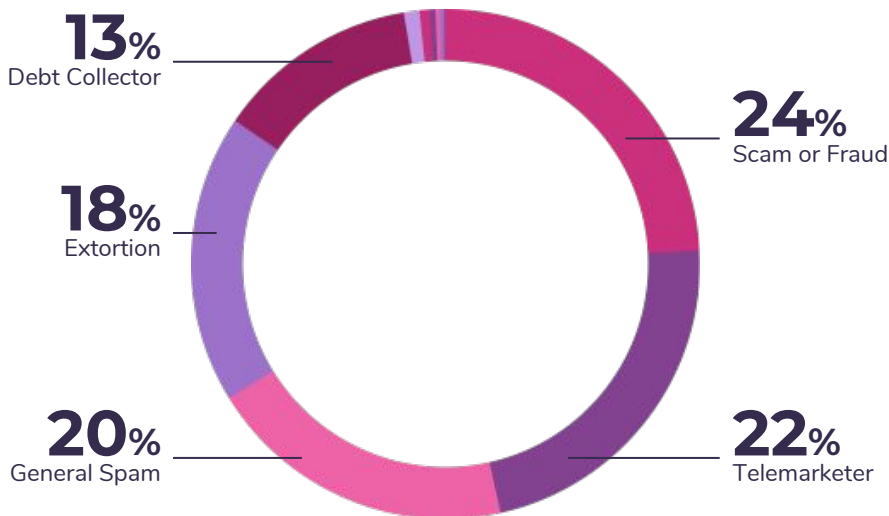
### General Extortion/Kidnapping Scam

These scammers tend to be prison inmates who call random phone numbers and demand payment for the return of a “kidnapped” family member or friend.

### “Living in Mexico” Scam

Scammers target North-American citizens living in Mexico. They will do in-depth research and find out the victims’ info, start a friendship and ask for advice to buy a house in Mexico. They make plans for the scammer to visit. On the day of the scammer’s arrival, the victim receives a call from so-called authorities who have the “friend” in custody because they have more cash than allowed. The so-called authorities convince the victim they must pay a fine to release the “friend” who is subject to arrest for money laundering.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# BRAZIL: PHONE SPAM OVERVIEW



**9%**  
Spam Rate \*

**8**  
Monthly Spam Calls  
Per User

## Top Types of Spam Calls in Brazil

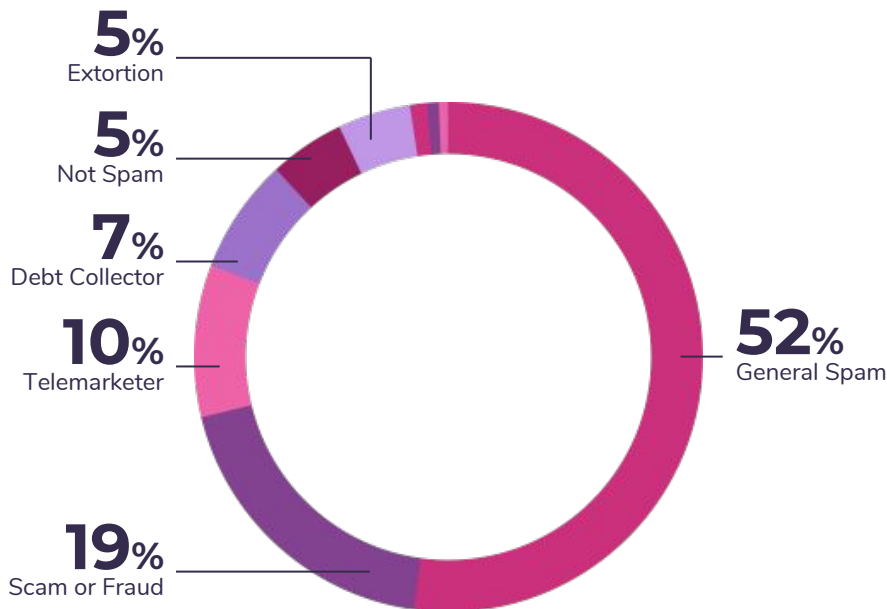
### Extortion/Kidnapping

These scammers call random phone numbers and demand payment for the return of a “kidnapped” family member or friend.

### Moneygram Scam

The victim is lured into purchasing air and bus passes valid for six months by an agent. Victims give the scammer their personal information and pay the fees, and are later told they need to pay additional fees before receiving their voucher.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# CHILE: PHONE SPAM OVERVIEW



**9%**  
Spam Rate \*

**4**  
Monthly Spam Calls  
Per User

## Top Types of Spam Calls in Chile

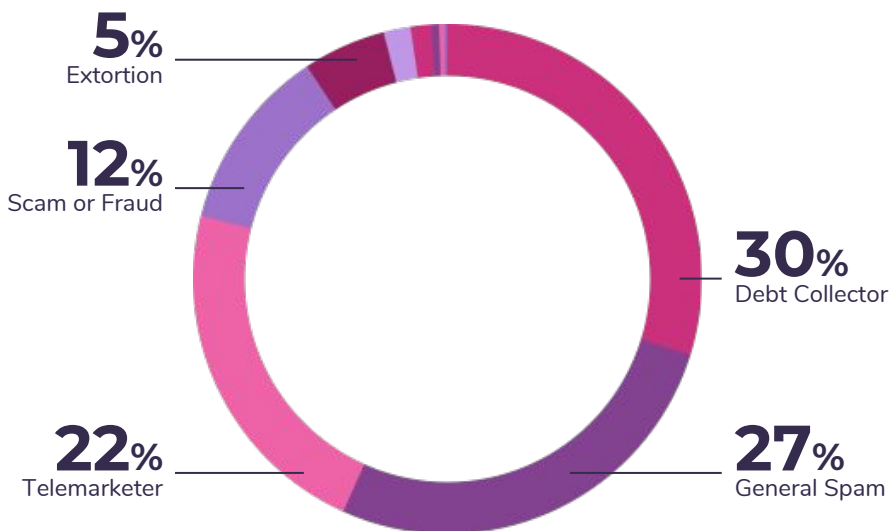
### Extortion/Kidnapping

These scammers tend to be prison inmates who call random phone numbers and demand payment for the return of a “kidnapped” family member or friend.

### “Grand Prize” Scam

Once a scammer has reeled in a victim, they inform them that they can redeem their winnings as long as they pay a few upfront taxes or fees. After the victim has sent or wired the initial fees, the calls start coming in. One tactic scammers use to build trust and fulfill their request is to build a personal relationship with their victim. They will continue to call, informing them that each payment is not enough, they’ve misplaced the check, or they never received the wired payment.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

# AUSTRALIA: PHONE SPAM OVERVIEW



**6%**  
Spam Rate \*

**2**  
Monthly Spam Calls  
Per User

## Top Types of Spam Calls in Australia

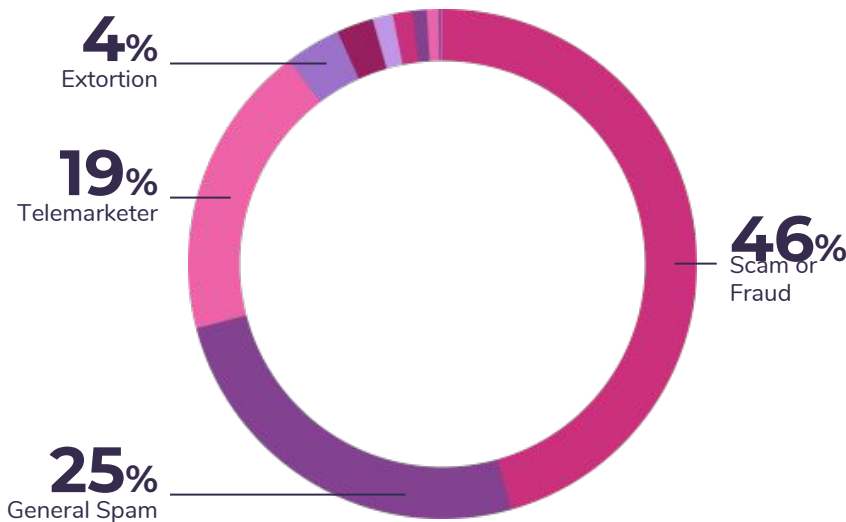
### Australian Tax Office (ATO) Scam

Similar to the IRS Scam in the U.S., the caller pretends to be with the ATO and demands money for unpaid taxes or will trick the victim into sharing private information.

### Police Scam

Victim receives robocall claiming that a warrant is out for their arrest and demands that they call back a number. If the victim calls the number, they are asked to settle the legal case and to pay a certain amount of money to clear their name.

## Top Spam Categories



\* Percentage of incoming calls that are classified as nuisance or fraudulent.

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