

56271

The total number of complaints received in the last two years up to the current date regarding:

- Competition scams
- Fake competitions
- Competitions that failed to pay out promised prizes

For each complaint, please provide:

- The date the complaint was received
- A brief description or categorisation of the complaint (e.g. "fake social media competition", "entry fee taken but no winner announced", etc.)
- The medium or platform involved (if available), such as social media, websites, text/SMS, email, or others
- Whether the complaint resulted in any investigation, action, or referral to another body

Please break down the complaints by year and month.

A manual audit of all service requests recorded under the classification code for scams covering the past two years has been undertaken to establish whether we hold any relevant information relating to this request.

From the 288 records examined, only 3 have been identified as scams relating to competitions.

Detailed below is the information we can disclose:

SR 1

Received on 9/11/2023

Consumer was informed they had won an electronic toothbrush gift set worth £129.00 and only needed to pay for delivery which they did. Consumer was subsequently contacted by their bank and advised that they suspected fraud and had blocked their bank card from any further transactions.

Initial communication was received by email.

Consumer was advised to report matter to Action Fraud and/ or Police Scotland.

SR 2

Received 2/6/2025

Notification received that a business was promoting certain competitions, however there was a cost incurred to enter these competitions. Consumer subsequently established through terms and conditions that competition could be entered at no cost through post- card entry.

The promotion was advertised online through website.

The matter was referred to local Trading Standards where the business was located.

SR 3

Received 23/7/2025

Consumer believed that they had won a competition worth £500.00. Consumer subsequently informed that they could not win the prize as they were only person who had entered the competition.

From information held, it appears that the competition was entered into on the trader's premises.

This matter is currently under investigation.