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Be Alert to Ticket Fraud

It happens to thousands of music, sports and other fans in the UK every year – tricked by scammers into buying fake or non-existent event tickets.

The ticket scamming industry is so lucrative, it is estimated in 2023 alone, that UK victims lost £6.7 million to ticket fraud.

Scammers are extremely efficient at looking at every opportunity to scam us. They are aware of what is most topical, what the next new thing or event people want and they act on that.

They will use a range of methods such as phishing emails, fake but well worded posts and texts which they share on social media platforms, online market places and even fan forums to reach as many people as possible with their scam.

They often create fake ticket retail companies and use QR codes in attempt to make the site look more professional and genuine.

In a ticket scam, victims are lured in with the scammer saying they have a few tickets remaining for the event and that can be the little bit of pressure they need from victims to begin communicating with them.

Victims immediately provide their personal details, name, address, email address and then do a cash transfer. So not only have victims transferred cash, they have also provided their personal data.

The scammer will also say they will post or email the tickets as soon as the victim has transferred money to the scammers bank account.

So you are excited in anticipation of receiving your tickets. But when your tickets don't arrive and as the date of the event is drawing closer, you try and make contact to ask where your tickets are, the scammer has disappeared.

You will not get any answer to your emails or texts - your hard earned cash and personal information is in the hands of the scammer which you will not get back.



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This is a typical encounter with scammers, they have no regard for you or how their actions will affect you.

What can you do to protect yourself from ticket fraud?

- Only buy tickets from the venue's box office, the promoter, an official agent or a well-known and reputable ticket exchange site.
- Avoid paying for tickets by bank transfer, especially if buying from someone unknown. Credit card or payment services such as PayPal give you a better chance of recovering the money if you become a victim of fraud.
- The password you use for your email account, as well as any other accounts you use to purchase tickets, should be different from all your other passwords.
- Use three random words to create a strong and memorable password, and [enable 2-step verification \(2SV\)](#).
- Be wary of unsolicited emails, texts or adverts offering unbelievably good deals on tickets – if it's too good to be true....it probably is!
- Is the vendor a member of Society of Ticket Agents and Retailers (STAR)? If they are, the company has signed up to their strict governing standards. STAR also offers an approved Alternative Dispute Resolution service to help customers with outstanding complaints. [Star TicketBuyingGuide v3.4.pdf](#)
- For more information visit [Spotlight-Tickets.pdf \(tsscot.co.uk\)](#)

If you feel at all suspicious of the email or its origins, forward the email to the Suspicious Email Reporting Service (SERS) at report@phishing.gov.uk.

The same process is available if you feel a text message is suspicious. Most phone providers are part of a scheme that allows customers to report suspicious text messages for free by forwarding it to **7726**. If you forward a text to **7726**, your provider can investigate the origin of the text and arrange to block or ban the sender, if it's found to be malicious.

This Cyber Byte was sent out for your information by

Police Scotland Cybercrime Harm Prevention Team

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