

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 1

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Summary

Base: All respondents

	Text/ Call on mobile/ landline (Net)	Text on your mobile	Call on your mobile	Call on your landline
Unweighted base	2124	2124	2124	2124
Weighted base	2124	2124	2124	2124
N/A. I do not have this type of phone	43 2%	88 4%	88 4%	632 30%
N/A. I am not aware I have received any type of suspicious text or call	338 16%	520 24%	1120 53%	660 31%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	1516 71%	- -	- -
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	940 44%	- -	635 30%	552 26%
Live voice call, e.g., telling you there is a problem with your internet service	856 40%	- -	498 23%	587 28%
NET: Any suspicious message	1743 82%	1516 71%	916 43%	832 39%

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Table 2

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text/ Call on mobile/ landline (Net)

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
N/A, I do not have this type of phone	43 2%	3 1%	10 3%	8 2%	13 4%	7 1%	3 2%	12 2%	21 3%	7 1%	3 2%	1 1%	- -	6 1%	4 1%	24 2%	19 2%	19 2%	24 3%	4 2%	4 2%	5 3%	2 1%	5 3%	10 4%	4 2%	5 3%	40 2%	1 1%	3 2%	
N/A, I am not aware I have received any type of suspicious text or call	338 16%	45 20%	51 14%	45 13%	73 20%	94 14%	29 20%	96 16%	118 17%	94 14%	29 20%	20 23%	18 16%	66 17%	57 14%	184 18%	154 14%	171 15%	167 18%	37 16%	27 15%	42 23%	26 17%	32 16%	37 13%	46 16%	29 16%	288 16%	11 11%	32 18%	
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	163 71%	284 78%	257 76%	252 68%	477 71%	83 55%	447 75%	508 72%	477 71%	83 55%	57 66%	87 76%	269 67%	292 70%	716 69%	801 74%	855 73%	661 69%	171 72%	125 71%	123 68%	106 69%	135 68%	212 76%	208 72%	125 69%	1271 71%	71 72%	127 70%	
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	940 44%	75 33%	155 42%	138 41%	152 41%	339 51%	80 53%	230 39%	291 41%	339 51%	80 53%	31 35%	41 36%	194 48%	226 54%	442 43%	498 46%	522 45%	418 44%	93 39%	80 46%	73 40%	67 44%	88 45%	137 49%	131 45%	76 42%	791 44%	51 52%	71 40%	
Live voice call, e.g., telling you there is a problem with your internet service	856 40%	81 35%	107 29%	102 30%	140 38%	339 51%	86 57%	189 32%	242 34%	339 51%	86 57%	33 38%	43 38%	208 52%	217 52%	419 40%	436 40%	472 40%	384 40%	77 33%	65 37%	71 39%	53 35%	94 48%	125 45%	120 41%	79 43%	725 41%	45 45%	63 35%	
NET: Any suspicious message	1743 82%	182 79%	305 83%	285 84%	284 77%	569 85%	119 79%	486 82%	569 80%	569 85%	119 79%	66 76%	96 84%	329 82%	358 85%	831 80%	912 84%	983 84%	760 80%	195 83%	145 82%	136 75%	125 82%	160 81%	234 83%	239 83%	149 81%	1456 82%	88 88%	146 81%	

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Table 3

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text/ Call on mobile/ landline (Net)

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo- ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa- lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
N/A, I do not have this type of phone	43 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N/A, I am not aware I have received any type of suspicious text or call	338 16%	58 13%	25 20%	45 14%	11 11%	24 13%	51 24%	19 14%	50 16%	27 20%	111 14%	203 17%	45 12%	40 15%	31 19%	47 16%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	356 79%	88 72%	262 78%	85 82%	135 76%	138 64%	107 78%	222 74%	89 66%	621 80%	868 71%	281 75%	203 75%	105 64%	217 72%
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	940 44%	222 50%	41 33%	143 43%	51 49%	87 49%	93 43%	70 51%	139 46%	52 39%	356 46%	548 45%	206 55%	121 44%	70 43%	143 48%
Live voice call, e.g., telling you there is a problem with your internet service	856 40%	180 40%	46 37%	130 39%	38 36%	69 39%	73 34%	67 49%	138 46%	56 41%	320 41%	490 40%	192 52%	116 43%	83 50%	147 49%
NET: Any suspicious message	1743 82%	389 87%	97 80%	290 86%	93 89%	155 87%	164 76%	119 86%	251 84%	107 80%	667 86%	1014 83%	328 88%	231 85%	134 81%	253 84%

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Table 4

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text/ Call on mobile/ landline (Net)

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
N/A, I do not have this type of phone	43 2%	-	-	-	-	-	-	-	-	-	43 11%
N/A, I am not aware I have received any type of suspicious text or call	338 16%	-	-	-	-	-	-	-	-	-	338 89%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	695 81%	782 83%	1516 94%	1516 100%	446 90%	583 92%	660 79%	457 78%	430 78%	- -
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	940 44%	539 63%	940 100%	842 52%	782 52%	279 56%	635 100%	634 76%	389 66%	552 100%	- -
Live voice call, e.g., telling you there is a problem with your internet service	856 40%	856 100%	539 57%	751 47%	695 46%	498 100%	333 52%	635 76%	587 100%	355 64%	- -
NET: Any suspicious message	1743 82%	856 100%	940 100%	1605 100%	1516 100%	498 100%	635 100%	832 100%	587 100%	552 100%	- -

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Table 5

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text on your mobile

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
N/A, I do not have this type of phone	88 4%	7 3%	11 3%	9 3%	18 5%	29 4%	15 10%	18 3%	27 4%	29 4%	15 10%	4 5%	1 1%	23 6%	21 5%	50 5%	38 3%	37 3%	51 5%	10 4%	10 6%	8 4%	4 3%	12 6%	11 4%	14 5%	10 5%	80 4%	2 2%	5 3%		
N/A, I am not aware I have received any type of suspicious text or call	520 24%	60 26%	70 19%	72 21%	101 27%	164 24%	53 35%	130 22%	173 24%	164 24%	53 35%	26 30%	26 23%	110 27%	107 26%	273 26%	247 23%	280 24%	240 25%	55 23%	41 23%	51 28%	43 28%	51 26%	57 20%	66 23%	47 26%	434 24%	26 27%	49 27%		
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	163 71%	284 78%	257 76%	252 68%	477 71%	83 55%	447 75%	508 72%	477 71%	83 55%	57 66%	87 76%	269 67%	292 70%	716 69%	801 74%	855 73%	661 69%	171 72%	125 71%	123 68%	106 69%	135 68%	212 76%	208 72%	125 69%	1271 71%	71 72%	127 70%		
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Live voice call, e.g., telling you there is a problem with your internet service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
NET: Any suspicious message	1516 71%	163 71%	284 78%	257 76%	252 68%	477 71%	83 55%	447 75%	508 72%	477 71%	83 55%	57 66%	87 76%	269 67%	292 70%	716 69%	801 74%	855 73%	661 69%	171 72%	125 71%	123 68%	106 69%	135 68%	212 76%	208 72%	125 69%	1271 71%	71 72%	127 70%		

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Table 6

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text on your mobile

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo- ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa- lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
N/A, I do not have this type of phone	88 4%	-	-	-	-	-	-	-	-	-	-	-	9 2%	5 2%	7 4%	13 4%
N/A, I am not aware I have received any type of suspicious text or call	520 24%	92 21%	35 28%	73 22%	19 18%	43 24%	78 36%	30 22%	79 26%	45 34%	156 20%	349 29%	83 22%	63 23%	53 32%	70 23%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	356 79%	88 72%	262 78%	85 82%	135 76%	138 64%	107 78%	222 74%	89 66%	621 80%	868 71%	281 75%	203 75%	105 64%	217 72%
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	1516 71%	356 79%	88 72%	262 78%	85 82%	135 76%	138 64%	107 78%	222 74%	89 66%	621 80%	868 71%	281 75%	203 75%	105 64%	217 72%

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Table 7

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Text on your mobile
Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any	Any	Any	Text	Voice	Recorded	Any	Voice	Recorded	
		voice	recorded								
	Total	Any voice call	recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
N/A, I do not have this type of phone	88 4%	27 3%	22 2%	-	-	-	-	30 4%	27 5%	22 4%	58 15%
N/A, I am not aware I have received any type of suspicious text or call	520 24%	134 16%	136 15%	89 6%	-	52 10%	52 8%	142 17%	103 18%	100 18%	324 85%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1516 71%	695 81%	782 83%	1516 94%	1516 100%	446 90%	583 92%	660 79%	457 78%	430 78%	- -
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Any suspicious message	1516 71%	695 81%	782 83%	1516 94%	1516 100%	446 90%	583 92%	660 79%	457 78%	430 78%	-

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Table 8

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region								Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
N/A, I do not have this type of phone	88 4%	7 3%	11 3%	9 3%	18 5%	29 4%	15 10%	18 3%	27 4%	29 4%	15 10%	4 5%	1 1%	23 6%	21 5%	50 5%	38 3%	37 3%	51 5%	10 4%	10 6%	8 4%	4 3%	12 6%	11 4%	14 5%	10 5%	80 4%	2 2%	5 3%
N/A, I am not aware I have received any type of suspicious text or call	1120 53%	127 55%	181 50%	176 52%	205 55%	349 52%	81 54%	308 52%	381 54%	349 52%	81 54%	44 51%	60 53%	209 52%	222 53%	539 52%	581 53%	635 54%	485 51%	136 58%	90 51%	101 55%	89 58%	103 52%	115 41%	152 53%	108 59%	937 52%	50 50%	100 56%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	635 30%	56 24%	127 35%	105 31%	92 25%	213 32%	42 28%	184 31%	197 28%	213 32%	42 28%	22 25%	33 29%	118 29%	137 33%	305 29%	330 30%	345 29%	290 31%	57 24%	54 31%	50 27%	45 29%	59 30%	107 38%	82 28%	45 25%	532 30%	34 34%	50 28%
Live voice call, e.g., telling you there is a problem with your internet service	498 23%	61 26%	93 25%	78 23%	86 23%	156 23%	24 16%	154 26%	163 23%	156 23%	24 16%	24 28%	32 28%	97 24%	83 20%	254 24%	243 22%	265 23%	232 24%	45 19%	40 23%	41 23%	24 16%	47 24%	88 31%	76 26%	36 20%	421 24%	21 21%	41 23%
NET: Any suspicious message	916 43%	96 42%	173 47%	153 45%	147 40%	292 44%	55 36%	269 45%	300 42%	292 44%	55 36%	39 44%	52 46%	170 42%	177 42%	449 43%	467 43%	501 43%	416 44%	90 38%	76 43%	73 40%	59 39%	83 42%	154 55%	123 42%	64 35%	768 43%	48 48%	75 41%

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Table 9

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
N/A, I do not have this type of phone	88 4%	-	-	-	-	-	-	-	-	-	-	-	9 2%	5 2%	7 4%	13 4%
N/A, I am not aware I have received any type of suspicious text or call	1120 53%	229 51%	77 63%	185 55%	54 52%	104 58%	127 59%	65 47%	156 52%	85 63%	392 50%	703 58%	198 53%	146 54%	96 58%	157 52%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	635 30%	158 35%	29 24%	103 31%	36 34%	60 33%	65 30%	50 36%	92 31%	33 24%	272 35%	354 29%	120 32%	75 28%	37 23%	80 27%
Live voice call, e.g., telling you there is a problem with your internet service	498 23%	116 26%	27 22%	81 24%	26 25%	35 20%	41 19%	40 29%	86 29%	27 20%	207 27%	280 23%	78 21%	75 27%	38 23%	82 27%
NET: Any suspicious message	916 43%	219 49%	46 37%	149 45%	50 48%	74 42%	88 41%	73 53%	145 48%	50 37%	386 50%	514 42%	166 45%	120 44%	61 37%	131 44%

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Table 10

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile

Base: All respondents

	Experience of suspicious texts/calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
N/A, I do not have this type of phone	88 4%	27 3%	22 2%	-	-	-	-	30 4%	27 5%	22 4%	58 15%
N/A, I am not aware I have received any type of suspicious text or call	1120 53%	215 25%	220 23%	689 43%	689 45%	-	-	309 37%	215 37%	220 40%	324 85%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	635 30%	333 39%	635 68%	635 40%	583 38%	216 44%	635 100%	330 40%	221 38%	248 45%	-
Live voice call, e.g., telling you there is a problem with your internet service	498 23%	498 58%	279 30%	498 31%	446 29%	498 100%	216 34%	277 33%	229 39%	163 29%	-
NET: Any suspicious message	916 43%	614 72%	698 74%	916 57%	827 55%	498 100%	635 100%	492 59%	346 59%	310 56%	-

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Table 11

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region								Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
N/A, I do not have this type of phone	632 30%	80 35%	191 52%	138 41%	100 27%	116 17%	8 5%	271 46%	237 34%	116 17%	8 5%	24 28%	45 40%	63 16%	61 15%	294 28%	338 31%	341 29%	291 31%	83 35%	60 34%	49 27%	53 35%	45 23%	91 33%	93 32%	44 24%	543 30%	23 23%	52 29%
N/A, I am not aware I have received any type of suspicious text or call	660 31%	90 39%	86 23%	107 32%	125 34%	201 30%	52 34%	175 29%	233 33%	201 30%	52 34%	34 39%	41 36%	129 32%	123 29%	346 33%	314 29%	368 31%	292 31%	73 31%	46 26%	70 38%	43 28%	66 33%	80 29%	89 31%	59 32%	547 31%	28 28%	62 34%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	552 26%	34 15%	65 18%	61 18%	105 28%	226 34%	61 41%	99 17%	166 24%	226 34%	61 41%	17 20%	15 14%	138 34%	149 36%	261 25%	292 27%	311 27%	242 25%	57 24%	46 26%	42 23%	35 23%	56 29%	73 26%	77 27%	53 29%	466 26%	31 31%	43 24%
Live voice call, e.g., telling you there is a problem with your internet service	587 28%	39 17%	49 13%	53 16%	92 25%	279 42%	75 50%	87 15%	145 20%	279 42%	75 50%	15 17%	21 18%	169 42%	186 44%	283 27%	304 28%	325 28%	262 28%	52 22%	48 27%	49 27%	39 25%	70 35%	71 25%	72 25%	60 33%	493 28%	35 35%	46 25%
NET: Any suspicious message	832 39%	60 26%	89 24%	93 28%	145 39%	354 53%	91 61%	149 25%	238 34%	354 53%	91 61%	29 33%	27 24%	209 52%	236 56%	399 38%	433 40%	463 40%	369 39%	79 34%	70 40%	63 35%	56 37%	87 44%	109 39%	107 37%	79 43%	695 39%	49 49%	67 37%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 12

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo- ne	Other	iPhone / Apple	Other	BT	Sky	TalkTa- lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
N/A, I do not have this type of phone	632 30%	131 29%	40 33%	94 28%	26 25%	47 26%	66 31%	23 17%	101 34%	45 34%	240 31%	338 28%	-	-	-	-
N/A, I am not aware I have received any type of suspicious text or call	660 31%	130 29%	45 37%	121 36%	42 41%	58 33%	69 32%	40 29%	85 28%	38 28%	246 32%	387 32%	125 34%	145 53%	71 43%	126 42%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	552 26%	132 29%	21 17%	77 23%	24 23%	54 30%	51 24%	50 36%	76 25%	29 22%	184 24%	338 28%	157 42%	87 32%	56 34%	120 40%
Live voice call, e.g., telling you there is a problem with your internet service	587 28%	118 26%	30 24%	91 27%	20 19%	50 28%	52 24%	55 40%	84 28%	38 29%	204 26%	343 28%	170 46%	86 32%	74 45%	125 42%
NET: Any suspicious message	832 39%	186 42%	37 30%	120 36%	36 35%	73 41%	81 37%	75 54%	115 38%	51 38%	292 38%	492 40%	247 66%	127 47%	94 57%	174 58%

Ofcom Scams Survey
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Absolutes/col percents

Table 13

Q1. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline

Base: All respondents

	Experience of suspicious texts/calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
N/A, I do not have this type of phone	632 30%	154 18%	222 24%	500 31%	461 30%	154 31%	222 35%	-	-	-	132 35%
N/A, I am not aware I have received any type of suspicious text or call	660 31%	67 8%	84 9%	411 26%	395 26%	67 13%	84 13%	-	-	-	249 65%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	552 26%	355 42%	552 59%	454 28%	430 28%	163 33%	248 39%	552 66%	307 52%	552 100%	-
Live voice call, e.g., telling you there is a problem with your internet service	587 28%	587 69%	389 41%	482 30%	457 30%	229 46%	221 35%	587 71%	587 100%	307 56%	-
NET: Any suspicious message	832 39%	635 74%	634 67%	695 43%	660 44%	277 56%	330 52%	832 100%	587 100%	552 100%	-

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 14

Q2a. Thinking about suspicious text messages, how often have you received these types of message in the last three months?**Base: All who have received suspicious text messages**

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Scot-land			
Unweighted base	1519	186	286	258	257	455	472	515	455	265	267	720	799	841	678	153	108	140	104	145	231	204	119	1267	124			
Weighted base	1516	163	284	257	252	477	447	508	477	269	292	716	801	855	661	171	125	123	106	135	212	208	125	1271	127			
At least several times a day	32 2%	3 2%	7 3%	6 2%	4 2%	8 2%	10 2%	10 2%	8 2%	- -	11 4%	13 2%	19 2%	18 2%	14 2%	2 1%	1 1%	6 5%	2 2%	3 2%	5 2%	7 3%	- -	29 2%	1 1%			
At least once a day	52 3%	3 2%	8 3%	11 4%	12 5%	17 4%	10 2%	23 4%	17 4%	8 3%	11 4%	27 4%	25 3%	17 2%	35 5%	4 2%	4 4%	7 6%	6 6%	5 4%	8 4%	1 1%	3 2%	43 3%	7 5%			
At least a few times a week	282 19%	20 13%	50 18%	54 21%	46 18%	92 19%	71 16%	100 20%	92 19%	55 21%	55 19%	138 19%	144 18%	150 18%	131 20%	30 18%	25 20%	18 15%	12 11%	31 23%	49 23%	38 18%	21 17%	237 19%	27 21%			
At least once a week	300 20%	24 15%	47 17%	47 18%	51 20%	113 24%	71 16%	98 19%	113 24%	68 25%	63 22%	145 20%	155 19%	163 19%	137 21%	33 19%	23 18%	27 22%	23 22%	20 14%	39 18%	47 22%	28 23%	253 20%	17 13%			
At least once a month	560 37%	79 49%	119 42%	83 32%	92 36%	159 33%	198 44%	174 34%	159 33%	100 37%	88 30%	272 38%	288 36%	329 38%	232 35%	67 39%	45 36%	44 36%	46 43%	53 39%	66 31%	77 37%	49 39%	466 37%	48 38%			
Less often	290 19%	34 21%	52 18%	56 22%	46 18%	88 18%	86 19%	103 20%	88 18%	38 14%	63 22%	120 17%	170 21%	178 21%	112 17%	35 20%	27 22%	21 17%	17 16%	24 18%	46 21%	38 18%	24 19%	243 19%	27 21%			
NET: At least once a week	666 44%	50 31%	113 40%	118 46%	114 45%	230 48%	163 36%	231 46%	230 48%	131 49%	141 48%	324 45%	343 43%	349 41%	317 48%	69 41%	54 43%	58 47%	43 41%	59 43%	101 48%	93 45%	53 42%	562 44%	52 41%			
NET: At least once a month	1227 81%	129 79%	232 82%	200 78%	205 82%	389 82%	361 81%	406 80%	389 82%	231 86%	229 78%	596 83%	631 79%	678 79%	549 83%	136 80%	98 78%	102 83%	89 84%	111 82%	167 79%	170 82%	101 81%	1028 81%	100 79%			

Ofcom Scams Survey
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Absolutes/col percents

Table 15

Q2a. Thinking about suspicious text messages, how often have you received these types of message in the last three months?

Base: All who have received suspicious text messages

	Phone network							Mobile O/S		Landline provider				
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	1519	347	265	133	135	107	225	613	883	274	202	100	210	
Weighted base	1516	356	262	135	138	107	222	621	868	281	203	105	217	
At least several times a day	32 2%	6 2%	7 3%	5 4%	4 3%	1 1%	7 3%	12 2%	18 2%	5 2%	7 3%	2 2%	7 3%	
At least once a day	52 3%	17 5%	9 3%	4 3%	4 3%	5 5%	8 4%	29 5%	23 3%	7 3%	9 4%	- -	16 8%	
At least a few times a week	282 19%	64 18%	52 20%	34 26%	16 12%	19 18%	46 21%	118 19%	156 18%	48 17%	45 22%	17 17%	45 21%	
At least once a week	300 20%	66 19%	55 21%	31 23%	22 16%	20 19%	47 21%	132 21%	163 19%	70 25%	36 18%	22 21%	31 14%	
At least once a month	560 37%	137 38%	102 39%	39 29%	59 43%	41 38%	80 36%	221 36%	333 38%	103 37%	70 34%	39 37%	71 33%	
Less often	290 19%	66 19%	37 14%	22 16%	32 24%	21 19%	35 16%	110 18%	175 20%	48 17%	36 18%	24 23%	46 21%	
NET: At least once a week	666 44%	153 43%	122 47%	74 55%	46 34%	46 43%	107 48%	291 47%	360 41%	130 46%	97 48%	42 40%	100 46%	
NET: At least once a month	1227 81%	289 81%	225 86%	113 84%	105 76%	87 81%	187 84%	512 82%	693 80%	232 83%	167 82%	80 77%	171 79%	

Ofcom Scams Survey
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Absolutes/col percents

Table 16

Q2a. Thinking about suspicious text messages, how often have you received these types of message in the last three months?

Base: All who have received suspicious text messages

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base	1519	685	770	1519	1519	441	582	633	440	413
Weighted base	1516	695	782	1516	1516	446	583	660	457	430
At least several times a day	32 2%	18 3%	18 2%	32 2%	32 2%	14 3%	14 2%	17 3%	13 3%	10 2%
At least once a day	52 3%	35 5%	39 5%	52 3%	52 3%	30 7%	33 6%	33 5%	24 5%	25 6%
At least a few times a week	282 19%	172 25%	207 27%	282 19%	282 19%	132 30%	164 28%	164 25%	111 24%	121 28%
At least once a week	300 20%	163 23%	163 21%	300 20%	300 20%	103 23%	124 21%	147 22%	106 23%	86 20%
At least once a month	560 37%	221 32%	255 33%	560 37%	560 37%	130 29%	183 31%	209 32%	139 30%	135 31%
Less often	290 19%	85 12%	100 13%	290 19%	290 19%	38 8%	66 11%	91 14%	65 14%	54 13%
NET: At least once a week	666 44%	389 56%	427 55%	666 44%	666 44%	279 62%	335 57%	360 55%	253 55%	241 56%
NET: At least once a month	1227 81%	610 88%	682 87%	1227 81%	1227 81%	408 92%	517 89%	569 86%	392 86%	376 87%

Ofcom Scams Survey
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Absolutes/col percents

Table 17

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Summary
Base: All who have received suspicious recorded messages

	Recorded message on mobile	Recorded message on landline
Unweighted base	633	526
Weighted base	635	552
At least several times a day	15 2%	22 4%
At least once a day	40 6%	47 9%
At least a few times a week	105 17%	149 27%
At least once a week	127 20%	106 19%
At least once a month	208 33%	145 26%
Less often	140 22%	82 15%
NET: At least once a week	287 45%	325 59%
NET: At least once a month	496 78%	471 85%

Ofcom Scams Survey
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Absolutes/col percents

Table 18

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile

Base: All who have received suspicious recorded messages on mobile

	Age 1				Age 2			Age/Gender		Gender		Social Grade		Region	Nation
	Total	25-34	35-44	55-74	16-34	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	London	Eng-land
Unweighted base	633	128	103	201	194	198	201	116	125	306	327	334	299	116	529
Weighted base	635	127	105	213	184	197	213	118	137	305	330	345	290	107	532
At least several times a day	15 2%	3 2%	3 3%	4 2%	5 3%	6 3%	4 2%	2 2%	2 2%	8 3%	7 2%	8 2%	8 3%	5 5%	14 3%
At least once a day	40 6%	9 7%	7 6%	11 5%	12 7%	14 7%	11 5%	5 5%	9 7%	18 6%	23 7%	12 3%	29 10%	5 4%	34 6%
At least a few times a week	105 17%	20 16%	10 10%	36 17%	31 17%	31 16%	36 17%	20 17%	23 17%	53 17%	52 16%	52 15%	53 18%	23 22%	78 15%
At least once a week	127 20%	22 17%	21 20%	49 23%	27 14%	43 22%	49 23%	24 20%	33 24%	65 21%	61 19%	67 19%	60 21%	23 21%	108 20%
At least once a month	208 33%	47 37%	43 41%	64 30%	64 35%	69 35%	64 30%	40 34%	35 26%	102 33%	107 32%	121 35%	88 30%	25 23%	177 33%
Less often	140 22%	27 21%	20 19%	48 23%	45 24%	34 18%	48 23%	27 23%	33 24%	60 20%	80 24%	85 25%	54 19%	26 24%	121 23%
NET: At least once a week	287 45%	54 42%	41 39%	101 47%	75 41%	93 47%	101 47%	51 43%	68 50%	144 47%	144 44%	139 40%	149 51%	56 53%	234 44%
NET: At least once a month	496 78%	101 79%	84 81%	165 77%	139 76%	162 82%	165 77%	92 77%	103 76%	245 80%	250 76%	259 75%	236 81%	81 76%	411 77%

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Absolutes/col percents

Table 19

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile

Base: All who have received suspicious recorded messages on mobile

	Phone network			Mobile O/S		Landline provider
	EE/BT			Apple /		
	Total	Mobile	O2	iPhone	Other	BT
Unweighted base	633	155	106	264	360	119
Weighted base	635	158	103	272	354	120
At least several times a day	15 2%	3 2%	1 1%	9 3%	6 2%	5 4%
At least once a day	40 6%	14 9%	8 8%	22 8%	19 5%	6 5%
At least a few times a week	105 17%	19 12%	25 24%	48 18%	56 16%	19 16%
At least once a week	127 20%	30 19%	15 14%	49 18%	75 21%	22 18%
At least once a month	208 33%	60 38%	35 34%	84 31%	122 34%	39 33%
Less often	140 22%	32 20%	19 19%	61 22%	77 22%	29 24%
NET: At least once a week	287 45%	67 42%	48 47%	127 47%	156 44%	52 43%
NET: At least once a month	496 78%	126 80%	83 81%	211 78%	278 78%	91 76%

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Absolutes/col percents

Table 20

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile

Base: All who have received suspicious recorded messages on mobile

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call								
Unweighted base	633	330	633	633	582	216	633	321	215	242
Weighted base	635	333	635	635	583	216	635	330	221	248
At least several times a day	15 2%	12 4%	15 2%	15 2%	15 3%	8 4%	15 2%	13 4%	11 5%	8 3%
At least once a day	40 6%	19 6%	40 6%	40 6%	36 6%	17 8%	40 6%	20 6%	12 5%	17 7%
At least a few times a week	105 17%	64 19%	105 17%	105 17%	98 17%	45 21%	105 17%	59 18%	41 18%	43 17%
At least once a week	127 20%	75 23%	127 20%	127 20%	113 19%	56 26%	127 20%	75 23%	50 22%	63 25%
At least once a month	208 33%	104 31%	208 33%	208 33%	191 33%	66 30%	208 33%	91 28%	61 28%	60 24%
Less often	140 22%	59 18%	140 22%	140 22%	129 22%	26 12%	140 22%	70 21%	46 21%	56 22%
NET: At least once a week	287 45%	170 51%	287 45%	287 45%	262 45%	124 57%	287 45%	168 51%	113 51%	132 53%
NET: At least once a month	496 78%	274 82%	496 78%	496 78%	453 78%	190 88%	496 78%	259 79%	174 79%	192 78%

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Absolutes/col percents

Table 21

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline

Base: All who have received suspicious recorded messages on landline

	Total	Age 1		Age 2		Age/Gender		Gender		Social Grade		Nation Eng- land
		45-54	55-74	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	
Unweighted base	526	101	212	159	212	131	138	247	279	292	234	442
Weighted base	552	105	226	166	226	138	149	261	292	311	242	466
At least several times a day	22 4%	3 3%	7 3%	7 4%	7 3%	6 4%	4 3%	10 4%	12 4%	11 4%	11 4%	20 4%
At least once a day	47 9%	10 10%	15 7%	19 11%	15 7%	6 4%	15 10%	21 8%	27 9%	21 7%	27 11%	39 8%
At least a few times a week	149 27%	17 17%	70 31%	33 20%	70 31%	50 36%	40 27%	77 30%	72 25%	88 28%	62 26%	123 26%
At least once a week	106 19%	14 13%	52 23%	22 13%	52 23%	30 22%	37 25%	42 16%	64 22%	55 18%	51 21%	94 20%
At least once a month	145 26%	47 44%	48 21%	63 38%	48 21%	27 19%	30 20%	67 26%	78 27%	83 27%	62 26%	121 26%
Less often	82 15%	14 14%	33 15%	24 14%	33 15%	20 14%	22 15%	43 17%	38 13%	53 17%	29 12%	67 14%
NET: At least once a week	325 59%	44 42%	144 64%	80 48%	144 64%	91 66%	97 65%	150 58%	175 60%	175 56%	150 62%	278 60%
NET: At least once a month	471 85%	91 86%	193 85%	143 86%	193 85%	118 86%	127 85%	217 83%	253 87%	258 83%	212 88%	399 86%

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Absolutes/col percents

Table 22

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline

Base: All who have received suspicious recorded messages on landline

	Phone network		Mobile O/S		Landline provider	
	Total	EE/BT Mobile	Apple iPhone	Other	BT	Virgin Media
Unweighted base	526	128	175	322	156	114
Weighted base	552	132	184	338	157	120
At least several times a day	22 4%	7 5%	5 3%	16 5%	8 5%	5 4%
At least once a day	47 9%	11 9%	22 12%	25 7%	7 5%	19 16%
At least a few times a week	149 27%	29 22%	49 27%	93 28%	39 25%	40 34%
At least once a week	106 19%	19 15%	28 15%	68 20%	22 14%	27 23%
At least once a month	145 26%	39 29%	56 30%	82 24%	47 30%	16 13%
Less often	82 15%	26 20%	23 13%	53 16%	33 21%	12 10%
NET: At least once a week	325 59%	67 51%	104 57%	203 60%	77 49%	92 77%
NET: At least once a month	471 85%	105 80%	160 87%	285 84%	124 79%	108 90%

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Absolutes/col percents

Table 23

Q2b. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline

Base: All who have received suspicious recorded messages on landline

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any recorded		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		voice call	message							
Unweighted base	526	339	526	438	413	157	242	526	293	526
Weighted base	552	355	552	454	430	163	248	552	307	552
At least several times a day	22 4%	17 5%	22 4%	19 4%	18 4%	12 7%	11 4%	22 4%	14 5%	22 4%
At least once a day	47 9%	33 9%	47 9%	43 9%	40 9%	22 14%	27 11%	47 9%	29 9%	47 9%
At least a few times a week	149 27%	109 31%	149 27%	127 28%	120 28%	50 31%	75 30%	149 27%	99 32%	149 27%
At least once a week	106 19%	82 23%	106 19%	74 16%	69 16%	31 19%	37 15%	106 19%	71 23%	106 19%
At least once a month	145 26%	78 22%	145 26%	129 28%	121 28%	32 19%	63 25%	145 26%	65 21%	145 26%
Less often	82 15%	37 10%	82 15%	63 14%	62 14%	16 10%	35 14%	82 15%	29 9%	82 15%
NET: At least once a week	325 59%	241 68%	325 59%	261 58%	247 57%	115 71%	150 60%	325 59%	213 69%	325 59%
NET: At least once a month	471 85%	319 90%	471 85%	391 86%	368 86%	146 90%	213 86%	471 85%	279 91%	471 85%

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Absolutes/col percents

Table 24

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Summary

Base: All who have received suspicious live voice calls

	Live voice call on mobile	Live voice call on landline
Unweighted base	496	563
Weighted base	498	587
At least several times a day	10 2%	24 4%
At least once a day	34 7%	43 7%
At least a few times a week	86 17%	112 19%
At least once a week	104 21%	132 22%
At least once a month	148 30%	155 26%
Less often	116 23%	121 21%
NET: At least once a week	234 47%	311 53%
NET: At least once a month	382 77%	466 79%

Ofcom Scams Survey
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Absolutes/col percents

Table 25

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on mobile

Base: All who have received suspicious live voice calls on mobile

	<u>Age 1</u>		<u>Age 2</u>			<u>Gender</u>		<u>Social Grade</u>		<u>Region</u>	<u>Nation</u>
	<u>Total</u>	<u>55-74</u>	<u>16-34</u>	<u>35-54</u>	<u>55-74</u>	<u>Male</u>	<u>Female</u>	<u>ABC1</u>	<u>C2DE</u>	<u>London</u>	<u>Eng-land</u>
Unweighted base	496	146	163	163	146	254	242	264	232	100	419
Weighted base	498	156	154	163	156	254	243	265	232	88	421
At least several times a day	10 2%	3 2%	1 1%	6 3%	3 2%	4 2%	6 3%	3 1%	7 3%	1 1%	7 2%
At least once a day	34 7%	8 5%	7 5%	14 9%	8 5%	20 8%	14 6%	12 5%	22 10%	8 9%	32 8%
At least a few times a week	86 17%	20 13%	33 22%	29 18%	20 13%	45 18%	41 17%	44 16%	42 18%	19 22%	76 18%
At least once a week	104 21%	33 21%	24 16%	42 26%	33 21%	50 20%	54 22%	47 18%	57 24%	12 13%	82 20%
At least once a month	148 30%	47 30%	57 37%	41 25%	47 30%	78 31%	69 29%	88 33%	59 26%	25 29%	120 28%
Less often	116 23%	46 29%	31 20%	30 19%	46 29%	57 22%	59 24%	71 27%	45 19%	23 26%	103 25%
NET: At least once a week	234 47%	64 41%	66 43%	92 56%	64 41%	119 47%	115 47%	106 40%	128 55%	40 46%	198 47%
NET: At least once a month	382 77%	111 71%	122 80%	133 81%	111 71%	197 78%	184 76%	195 73%	187 81%	65 74%	318 75%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 26

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on mobile**Base: All who have received suspicious live voice calls on mobile**

	Phone network		Mobile O/S	
	Total	EE/BT Mobile	Apple iPhone	Other
Unweighted base	496	109	201	284
Weighted base	498	116	207	280
At least several times a day	10 2%	1 1%	4 2%	7 2%
At least once a day	34 7%	8 7%	15 7%	18 7%
At least a few times a week	86 17%	27 23%	41 20%	43 16%
At least once a week	104 21%	17 15%	42 20%	60 22%
At least once a month	148 30%	38 33%	60 29%	83 30%
Less often	116 23%	26 22%	45 22%	68 24%
NET: At least once a week	234 47%	52 45%	102 49%	128 46%
NET: At least once a month	382 77%	90 78%	161 78%	211 76%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 27

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on mobile

Base: All who have received suspicious live voice calls on mobile

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any voice recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	recorded message							
Unweighted base	496	496	275	496	441	496	216	263	217	157
Weighted base	498	498	279	498	446	498	216	277	229	163
At least several times a day	10 2%	10 2%	9 3%	10 2%	10 2%	10 2%	9 4%	8 3%	8 4%	6 4%
At least once a day	34 7%	34 7%	18 6%	34 7%	33 7%	34 7%	12 5%	23 8%	18 8%	12 8%
At least a few times a week	86 17%	86 17%	55 20%	86 17%	79 18%	86 17%	45 21%	54 19%	43 19%	36 22%
At least once a week	104 21%	104 21%	63 22%	104 21%	94 21%	104 21%	43 20%	56 20%	46 20%	38 23%
At least once a month	148 30%	148 30%	89 32%	148 30%	131 29%	148 30%	77 36%	75 27%	61 27%	45 28%
Less often	116 23%	116 23%	45 16%	116 23%	99 22%	116 23%	30 14%	60 22%	52 23%	26 16%
NET: At least once a week	234 47%	234 47%	144 52%	234 47%	216 48%	234 47%	109 50%	142 51%	116 51%	92 56%
NET: At least once a month	382 77%	382 77%	234 84%	382 77%	347 78%	382 77%	186 86%	217 78%	177 77%	137 84%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 28

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on landline**Base: All who have received suspicious live voice calls on landline**

	<u>Age 1</u>		<u>Age 2</u>		<u>Age/Gender</u>		<u>Gender</u>		<u>Social Grade</u>		<u>Nation</u>
	<u>Total</u>	<u>55-74</u>	<u>35-54</u>	<u>55-74</u>	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>	<u>ABC1</u>	<u>C2DE</u>	<u>Eng-land</u>
Unweighted base	563	260	144	260	162	168	276	287	308	255	472
Weighted base	587	279	145	279	169	186	283	304	325	262	493
At least several times a day	24 4%	6 2%	8 5%	6 2%	7 4%	6 3%	13 4%	11 4%	9 3%	15 6%	22 5%
At least once a day	43 7%	17 6%	13 9%	17 6%	8 5%	15 8%	17 6%	26 8%	27 8%	16 6%	39 8%
At least a few times a week	112 19%	49 18%	22 15%	49 18%	34 20%	29 16%	57 20%	55 18%	59 18%	54 20%	93 19%
At least once a week	132 22%	65 23%	33 23%	65 23%	41 24%	41 22%	67 24%	65 21%	72 22%	60 23%	103 21%
At least once a month	155 26%	78 28%	38 26%	78 28%	42 25%	56 30%	70 25%	85 28%	84 26%	72 27%	132 27%
Less often	121 21%	64 23%	31 21%	64 23%	38 22%	39 21%	59 21%	62 21%	75 23%	46 18%	104 21%
NET: At least once a week	311 53%	138 49%	76 52%	138 49%	89 53%	91 49%	154 54%	157 52%	166 51%	144 55%	257 52%
NET: At least once a month	466 79%	216 77%	114 79%	216 77%	131 78%	147 79%	224 79%	242 79%	250 77%	216 82%	388 79%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 29

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on landline**Base: All who have received suspicious live voice calls on landline**

	Phone network		Mobile O/S		Landline provider	
	Total	EE/BT Mobile	Apple / iPhone	Other	BT	Virgin Media
Unweighted base	563	114	199	330	165	117
Weighted base	587	118	204	343	170	125
At least several times a day	24 4%	3 3%	5 2%	18 5%	7 4%	5 4%
At least once a day	43 7%	10 8%	18 9%	21 6%	9 5%	13 10%
At least a few times a week	112 19%	32 27%	44 21%	60 18%	38 22%	27 21%
At least once a week	132 22%	22 19%	39 19%	85 25%	35 21%	29 23%
At least once a month	155 26%	26 22%	52 25%	97 28%	40 23%	35 28%
Less often	121 21%	25 21%	47 23%	62 18%	42 25%	17 13%
NET: At least once a week	311 53%	67 56%	106 52%	184 54%	88 52%	73 58%
NET: At least once a month	466 79%	93 79%	158 77%	281 82%	128 75%	109 87%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 30

Q2c. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on landline

Base: All who have received suspicious live voice calls on landline

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		voice call	recorded message							
Unweighted base	563	563	372	465	440	217	215	563	563	293
Weighted base	587	587	389	482	457	229	221	587	587	307
At least several times a day	24 4%	24 4%	19 5%	22 5%	21 4%	11 5%	11 5%	24 4%	24 4%	15 5%
At least once a day	43 7%	43 7%	24 6%	36 7%	36 8%	25 11%	13 6%	43 7%	43 7%	24 8%
At least a few times a week	112 19%	112 19%	79 20%	92 19%	85 19%	52 23%	54 24%	112 19%	112 19%	64 21%
At least once a week	132 22%	132 22%	107 27%	104 22%	100 22%	49 21%	54 25%	132 22%	132 22%	86 28%
At least once a month	155 26%	155 26%	101 26%	129 27%	120 26%	54 24%	59 27%	155 26%	155 26%	76 25%
Less often	121 21%	121 21%	59 15%	99 21%	96 21%	38 17%	31 14%	121 21%	121 21%	43 14%
NET: At least once a week	311 53%	311 53%	229 59%	254 53%	242 53%	137 60%	131 59%	311 53%	311 53%	189 61%
NET: At least once a month	466 79%	466 79%	330 85%	383 79%	361 79%	191 83%	190 86%	466 79%	466 79%	265 86%

Ofcom Scams Survey
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Absolutes/col percents

Table 31

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Summary

Base: All who have received suspicious live voice calls or recorded messages on their mobile/landline

	Mobile voicemail	Landline answerphone/ answering service
Unweighted base	913	796
Weighted base	916	832
Yes	350 38%	356 43%
No	438 48%	384 46%
Not sure	128 14%	92 11%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 32

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Mobile voicemail

Base: All who have received suspicious live voice calls or recorded messages on their mobile

	Age 1						Age 2			Age/Gender		Gender		Social Grade		Region		Nation
	Total	16-24	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	London	South East	Eng- land
Unweighted base	913	111	174	153	147	276	285	300	276	166	162	450	463	487	426	170	115	763
Weighted base	916	96	173	153	147	292	269	300	292	170	177	449	467	501	416	154	123	768
Yes	350 38%	37 38%	67 39%	71 46%	60 41%	98 34%	104 39%	130 43%	98 34%	64 38%	51 29%	194 43%	156 33%	201 40%	149 36%	76 49%	37 30%	290 38%
No	438 48%	43 44%	77 44%	62 41%	68 46%	160 55%	119 44%	130 43%	160 55%	86 51%	103 58%	192 43%	246 53%	225 45%	214 51%	54 35%	65 53%	367 48%
Not sure	128 14%	17 18%	29 17%	20 13%	19 13%	33 11%	46 17%	39 13%	33 11%	20 12%	23 13%	63 14%	65 14%	75 15%	53 13%	24 16%	20 16%	111 14%

Ofcom Scams Survey
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Absolutes/col percents

Table 33

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Mobile voicemail

Base: All who have received suspicious live voice calls or recorded messages on their mobile

	Phone network				Mobile O/S		Landline provider		
	Total	EE/BT Mobile	O2	Vodafone	iPhone	Other	BT	Sky	Virgin Media
Unweighted base	913	211	152	145	374	523	161	121	125
Weighted base	916	219	149	145	386	514	166	120	131
Yes	350 38%	88 40%	51 34%	56 39%	150 39%	194 38%	72 44%	37 31%	42 32%
No	438 48%	99 45%	78 52%	67 46%	182 47%	250 49%	74 45%	69 58%	70 54%
Not sure	128 14%	32 14%	21 14%	21 15%	54 14%	70 14%	19 12%	13 11%	18 14%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 34

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Mobile voicemail

Base: All who have received suspicious live voice calls or recorded messages on their mobile

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total									
	Any voice call	Any recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base	913	610	692	913	821	496	633	472	331	301
Weighted base	916	614	698	916	827	498	635	492	346	310
Yes	350 38%	223 36%	288 41%	350 38%	323 39%	182 37%	261 41%	194 39%	126 36%	131 42%
No	438 48%	306 50%	315 45%	438 48%	384 46%	244 49%	289 45%	237 48%	172 50%	143 46%
Not sure	128 14%	85 14%	94 14%	128 14%	120 14%	71 14%	85 13%	61 12%	48 14%	37 12%

Ofcom Scams Survey
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Absolutes/col percents

Table 35

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Landline answerphone/answering service

Base: All who have received suspicious live voice calls or recorded messages on their landline

	Age 1			Age 2			Age/Gender		Gender		Social Grade		Region		Nation
	Total	45-54	55-74	16-34	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	London	South East	Eng-land
Unweighted base	796	142	329	150	232	329	199	215	384	412	435	361	115	101	664
Weighted base	832	145	354	149	238	354	209	236	399	433	463	369	109	107	695
Yes	356 43%	62 43%	141 40%	78 52%	101 42%	141 40%	87 42%	89 38%	173 43%	182 42%	204 44%	152 41%	60 55%	49 46%	296 43%
No	384 46%	67 46%	187 53%	43 29%	110 46%	187 53%	102 49%	130 55%	181 45%	204 47%	206 44%	178 48%	33 30%	47 44%	319 46%
Not sure	92 11%	16 11%	25 7%	28 19%	27 11%	25 7%	20 10%	16 7%	45 11%	47 11%	54 12%	38 10%	16 15%	11 10%	79 11%

Ofcom Scams Survey
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Absolutes/col percents

Table 36

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Landline answerphone/answering service

Base: All who have received suspicious live voice calls or recorded messages on their landline

	Phone network				Mobile O/S		Landline provider		
	Total	EE/BT Mobile	O2	Vodafone	Apple iPhone	Other	BT	Sky	Virgin Media
Unweighted base	796	180	113	113	279	474	241	125	164
Weighted base	832	186	120	115	292	492	247	127	174
Yes	356 43%	77 41%	57 48%	53 46%	139 48%	197 40%	104 42%	56 44%	75 43%
No	384 46%	87 47%	49 41%	48 42%	117 40%	241 49%	115 46%	58 46%	83 48%
Not sure	92 11%	22 12%	14 11%	14 12%	36 12%	54 11%	28 11%	13 10%	16 9%

Ofcom Scams Survey
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Absolutes/col percents

Table 37

Q2d. Thinking about the last three months, have any of these types of suspicious messages come through to your mobile voicemail or landline answerphone?

Landline answerphone/answering service

Base: All who have received suspicious live voice calls or recorded messages on their landline

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total									
	Any voice call	Any recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base	796	609	605	669	633	263	321	796	563	526
Weighted base	832	635	634	695	660	277	330	832	587	552
Yes	356	263	294	306	294	124	148	356	236	255
	43%	41%	46%	44%	45%	45%	45%	43%	40%	46%
No	384	305	278	307	288	123	148	384	289	243
	46%	48%	44%	44%	44%	44%	45%	46%	49%	44%
Not sure	92	67	63	82	78	31	34	92	62	54
	11%	11%	10%	12%	12%	11%	10%	11%	11%	10%

Ofcom Scams Survey
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Absolutes/col percents

Table 38

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Summary

Base: All who have received suspicious live voice calls or recorded messages

	Recorded message on mobile	Live voice call on mobile	Recorded message on landline	Live voice call on landline
Unweighted base	633	496	526	563
Weighted base	635	498	552	587
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	149 23%	129 26%	95 17%	81 14%
Hang up immediately, as soon as I realise it is a suspicious message	284 45%	182 37%	261 47%	231 39%
Listen to some of the message before hanging up	150 24%	81 16%	138 25%	94 16%
Listen to the full message before hanging up	35 6%	12 2%	41 7%	25 4%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	- -	38 8%	- -	59 10%
Ask them not to call me again	- -	31 6%	- -	46 8%
Something else	18 3%	24 5%	17 3%	51 9%

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Absolutes/col percents

Table 39

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on mobile**Base: All who have received suspicious recorded messages on mobile**

	Age 1				Age 2			Age/Gender		Gender		Social Grade		Region	Nation
	Total	25-34	35-44	55-74	16-34	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	London	Eng-land
Unweighted base	633	128	103	201	194	198	201	116	125	306	327	334	299	116	529
Weighted base	635	127	105	213	184	197	213	118	137	305	330	345	290	107	532
Hang up immediately, as soon as I realise it is a suspicious message	284 45%	64 51%	47 45%	89 42%	91 50%	91 46%	89 42%	41 35%	60 44%	135 44%	149 45%	160 46%	124 43%	37 35%	231 43%
Listen to some of the message before hanging up	150 24%	19 15%	31 30%	52 24%	28 15%	55 28%	52 24%	38 32%	29 21%	78 25%	72 22%	78 23%	71 25%	33 31%	133 25%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	149 23%	35 28%	20 19%	49 23%	50 27%	38 19%	49 23%	25 21%	36 26%	62 20%	87 26%	78 23%	71 24%	25 23%	122 23%
Listen to the full message before hanging up	35 6%	4 3%	6 6%	14 7%	10 6%	11 5%	14 7%	7 6%	7 5%	21 7%	15 4%	20 6%	15 5%	9 9%	32 6%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ask them not to call me again	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Something else	18 3%	4 3%	1 1%	9 4%	4 2%	2 1%	9 4%	7 6%	5 4%	11 3%	7 2%	8 2%	10 3%	3 3%	15 3%

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Absolutes/col percents

Table 40

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on mobile

Base: All who have received suspicious recorded messages on mobile

	Phone network			Mobile O/S		Landline provider
	EE/BT			Apple /		
	Total	Mobile	O2	iPhone	Other	BT
Unweighted base	633	155	106	264	360	119
Weighted base	635	158	103	272	354	120
Hang up immediately, as soon as I realise it is a suspicious message	284 45%	72 46%	49 47%	116 42%	165 47%	59 49%
Listen to some of the message before hanging up	150 24%	38 24%	22 22%	63 23%	83 23%	26 22%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	149 23%	38 24%	24 23%	73 27%	74 21%	31 26%
Listen to the full message before hanging up	35 6%	6 4%	4 4%	14 5%	21 6%	3 3%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	- -	- -	- -	- -	- -	- -
Ask them not to call me again	- -	- -	- -	- -	- -	- -
Something else	18 3%	4 3%	4 3%	6 2%	11 3%	1 1%

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Absolutes/col percents

Table 41

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on mobile**Base: All who have received suspicious recorded messages on mobile**

	Experience of suspicious texts/calls			Mobile				Landline		
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base	633	330	633	633	582	216	633	321	215	242
Weighted base	635	333	635	635	583	216	635	330	221	248
Hang up immediately, as soon as I realise it is a suspicious message	284 45%	138 42%	284 45%	284 45%	252 43%	93 43%	284 45%	139 42%	91 41%	107 43%
Listen to some of the message before hanging up	150 24%	84 25%	150 24%	150 24%	141 24%	55 25%	150 24%	77 23%	53 24%	58 23%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	149 23%	77 23%	149 23%	149 23%	142 24%	48 22%	149 23%	82 25%	49 22%	61 25%
Listen to the full message before hanging up	35 6%	21 6%	35 6%	35 6%	31 5%	13 6%	35 6%	19 6%	15 7%	14 5%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	-	-	-	-	-	-	-	-	-	-
Ask them not to call me again	-	-	-	-	-	-	-	-	-	-
Something else	18 3%	14 4%	18 3%	18 3%	17 3%	7 3%	18 3%	13 4%	11 5%	8 3%

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Absolutes/col percents

Table 42

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on mobile

Base: All who have received suspicious live voice calls on mobile

	Age 1		Age 2			Gender		Social Grade		Region	Nation
	Total	55-74	16-34	35-54	55-74	Male	Female	ABC1	C2DE	London	Eng-land
Unweighted base	496	146	163	163	146	254	242	264	232	100	419
Weighted base	498	156	154	163	156	254	243	265	232	88	421
Hang up immediately, as soon as I realise it is a suspicious message	182 37%	57 37%	63 41%	53 33%	57 37%	89 35%	93 38%	96 36%	86 37%	32 37%	156 37%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	129 26%	29 19%	45 29%	48 29%	29 19%	57 23%	72 30%	70 26%	60 26%	17 19%	101 24%
Listen to some of the message before hanging up	81 16%	29 18%	22 14%	27 16%	29 18%	47 19%	34 14%	43 16%	38 16%	16 18%	75 18%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	38 8%	18 11%	7 4%	12 8%	18 11%	22 9%	15 6%	24 9%	14 6%	7 8%	31 7%
Ask them not to call me again	31 6%	14 9%	4 3%	11 7%	14 9%	13 5%	18 8%	11 4%	20 9%	5 6%	30 7%
Listen to the full message before hanging up	12 2%	3 2%	3 2%	6 4%	3 2%	8 3%	3 1%	5 2%	6 3%	4 5%	11 3%
Something else	24 5%	7 4%	10 6%	6 3%	7 4%	17 7%	7 3%	16 6%	8 3%	7 8%	18 4%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 43

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on mobile

Base: All who have received suspicious live voice calls on mobile

	Phone network		Mobile O/S	
	Total	EE/BT Mobile	Apple iPhone	Other
Unweighted base	496	109	201	284
Weighted base	498	116	207	280
Hang up immediately, as soon as I realise it is a suspicious message	182 37%	48 41%	82 40%	98 35%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	129 26%	33 29%	52 25%	75 27%
Listen to some of the message before hanging up	81 16%	17 14%	32 15%	48 17%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	38 8%	7 6%	16 8%	21 8%
Ask them not to call me again	31 6%	7 6%	8 4%	21 8%
Listen to the full message before hanging up	12 2%	2 1%	6 3%	6 2%
Something else	24 5%	4 3%	11 5%	11 4%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 44

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on mobile**Base: All who have received suspicious live voice calls on mobile**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any voice recorded call message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	recorded message							
Unweighted base	496	496	275	496	441	496	216	263	217	157
Weighted base	498	498	279	498	446	498	216	277	229	163
Hang up immediately, as soon as I realise it is a suspicious message	182 37%	182 37%	114 41%	182 37%	163 37%	182 37%	85 39%	101 36%	84 37%	66 41%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	129 26%	129 26%	60 21%	129 26%	118 26%	129 26%	45 21%	73 26%	61 27%	34 21%
Listen to some of the message before hanging up	81 16%	81 16%	48 17%	81 16%	71 16%	81 16%	35 16%	44 16%	32 14%	32 20%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	38 8%	38 8%	21 8%	38 8%	32 7%	38 8%	19 9%	20 7%	16 7%	14 8%
Ask them not to call me again	31 6%	31 6%	20 7%	31 6%	30 7%	31 6%	19 9%	16 6%	16 7%	5 3%
Listen to the full message before hanging up	12 2%	12 2%	6 2%	12 2%	10 2%	12 2%	5 2%	9 3%	8 3%	6 4%
Something else	24 5%	24 5%	10 4%	24 5%	22 5%	24 5%	8 4%	13 5%	12 5%	5 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 45

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on landline

Base: All who have received suspicious recorded messages on landline

	Total	Age 1		Age 2		Age/Gender		Gender		Social Grade		Nation Eng- land
		45-54	55-74	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	
Unweighted base	526	101	212	159	212	131	138	247	279	292	234	442
Weighted base	552	105	226	166	226	138	149	261	292	311	242	466
Hang up immediately, as soon as I realise it is a suspicious message	261 47%	57 54%	103 46%	89 54%	103 46%	55 40%	77 52%	106 41%	155 53%	159 51%	102 42%	226 49%
Listen to some of the message before hanging up	138 25%	20 19%	68 30%	36 21%	68 30%	45 33%	39 26%	72 28%	66 23%	74 24%	64 27%	112 24%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	95 17%	20 19%	31 14%	26 16%	31 14%	21 15%	21 14%	45 17%	49 17%	48 15%	47 19%	78 17%
Listen to the full message before hanging up	41 7%	6 6%	16 7%	13 8%	16 7%	12 8%	5 3%	28 11%	13 5%	21 7%	20 8%	37 8%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ask them not to call me again	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Something else	17 3%	2 2%	8 4%	2 1%	8 4%	5 3%	7 4%	9 4%	8 3%	9 3%	8 3%	12 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 46

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on landline**Base: All who have received suspicious recorded messages on landline**

	Phone network		Mobile O/S		Landline provider	
	Total	EE/BT	Apple	Other	BT	Virgin Media
		Mobile	iPhone			
Unweighted base	526	128	175	322	156	114
Weighted base	552	132	184	338	157	120
Hang up immediately, as soon as I realise it is a suspicious message	261 47%	60 46%	86 47%	162 48%	71 45%	51 42%
Listen to some of the message before hanging up	138 25%	33 25%	46 25%	86 26%	36 23%	38 31%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	95 17%	27 20%	36 20%	54 16%	35 22%	14 12%
Listen to the full message before hanging up	41 7%	9 7%	12 7%	26 8%	9 6%	10 8%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	-	-	-	-	-	-
Ask them not to call me again	-	-	-	-	-	-
Something else	17 3%	2 2%	3 2%	10 3%	6 4%	8 6%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 47

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Recorded message on landline

Base: All who have received suspicious recorded messages on landline

	Experience of suspicious texts/calls			Mobile				Landline		
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base	526	339	526	438	413	157	242	526	293	526
Weighted base	552	355	552	454	430	163	248	552	307	552
Hang up immediately, as soon as I realise it is a suspicious message	261 47%	162 45%	261 47%	215 47%	197 46%	65 40%	107 43%	261 47%	146 47%	261 47%
Listen to some of the message before hanging up	138 25%	98 27%	138 25%	110 24%	107 25%	44 27%	62 25%	138 25%	83 27%	138 25%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	95 17%	55 16%	95 17%	85 19%	83 19%	32 20%	50 20%	95 17%	45 15%	95 17%
Listen to the full message before hanging up	41 7%	28 8%	41 7%	33 7%	32 7%	15 9%	21 9%	41 7%	23 7%	41 7%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	-	-	-	-	-	-	-	-	-	-
Ask them not to call me again	-	-	-	-	-	-	-	-	-	-
Something else	17 3%	13 4%	17 3%	11 3%	11 3%	6 4%	8 3%	17 3%	11 4%	17 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 48

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on landline

Base: All who have received live voice calls on landline

	Age 1		Age 2		Age/Gender		Gender		Social Grade		Nation Eng- land
	Total	55-74	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	
Unweighted base	563	260	144	260	162	168	276	287	308	255	472
Weighted base	587	279	145	279	169	186	283	304	325	262	493
Hang up immediately, as soon as I realise it is a suspicious message	231 39%	107 38%	57 40%	107 38%	56 33%	85 46%	96 34%	136 45%	121 37%	110 42%	190 39%
Listen to some of the message before hanging up	94 16%	51 18%	17 12%	51 18%	27 16%	36 20%	46 16%	48 16%	53 16%	41 16%	82 17%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	81 14%	33 12%	20 14%	33 12%	26 15%	18 10%	41 15%	40 13%	41 13%	40 15%	62 13%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	59 10%	27 10%	16 11%	27 10%	19 11%	14 7%	38 14%	21 7%	40 12%	20 8%	52 11%
Ask them not to call me again	46 8%	21 8%	17 11%	21 8%	9 6%	17 9%	16 6%	30 10%	24 7%	22 8%	43 9%
Listen to the full message before hanging up	25 4%	10 4%	7 5%	10 4%	10 6%	2 1%	17 6%	8 3%	13 4%	12 5%	22 5%
Something else	51 9%	30 11%	11 8%	30 11%	21 13%	14 7%	29 10%	22 7%	33 10%	18 7%	41 8%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 49

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on landline

Base: All who have received live voice calls on landline

	Phone network			Landline provider	
	Total	EE/BT Mobile	Apple iPhone	BT	Virgin Media
Unweighted base	563	114	199	330	165
Weighted base	587	118	204	343	170
Hang up immediately, as soon as I realise it is a suspicious message	231 39%	49 42%	84 41%	134 39%	66 39%
Listen to some of the message before hanging up	94 16%	16 13%	32 16%	50 15%	34 20%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	81 14%	19 16%	35 17%	41 12%	21 12%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	59 10%	9 8%	15 7%	41 12%	22 13%
Ask them not to call me again	46 8%	9 7%	11 5%	34 10%	15 9%
Listen to the full message before hanging up	25 4%	5 4%	14 7%	6 2%	4 2%
Something else	51 9%	11 9%	14 7%	35 10%	8 5%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 50

Q3. What do you usually do when you receive a suspicious recorded message or live voice call like this? - Live voice call on landline**Base: All who have received live voice calls on landline**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call								
Unweighted base	563	563	372	465	440	217	215	563	563	293
Weighted base	587	587	389	482	457	229	221	587	587	307
Hang up immediately, as soon as I realise it is a suspicious message	231 39%	231 39%	141 36%	194 40%	184 40%	88 39%	81 37%	231 39%	231 39%	113 37%
Listen to some of the message before hanging up	94 16%	94 16%	69 18%	71 15%	66 15%	36 16%	43 19%	94 16%	94 16%	50 16%
Don't answer (e.g. because the number looks suspicious / is not from someone I know)	81 14%	81 14%	47 12%	66 14%	63 14%	37 16%	31 14%	81 14%	81 14%	31 10%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious message	59 10%	59 10%	48 12%	48 10%	43 10%	18 8%	25 11%	59 10%	59 10%	43 14%
Ask them not to call me again	46 8%	46 8%	31 8%	42 9%	41 9%	23 10%	17 8%	46 8%	46 8%	28 9%
Listen to the full message before hanging up	25 4%	25 4%	18 5%	20 4%	20 4%	9 4%	7 3%	25 4%	25 4%	14 5%
Something else	51 9%	51 9%	35 9%	41 8%	39 9%	18 8%	16 7%	51 9%	51 9%	29 10%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 51

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Summary**Base: All who have received a suspicious message/call**

	<u>Text</u>	<u>Recorded Message</u>	<u>Live voice call</u>
Unweighted base	1519	917	842
Weighted base	1516	940	856
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	19 1%	13 1%	8 1%
Reported it	266 18%	91 10%	106 12%
Blocked the number	793 52%	412 44%	420 49%
Told friends or family about it	436 29%	233 25%	213 25%
Checked to see if the number is real (e.g., Google search / elsewhere)	401 26%	234 25%	249 29%
Deleted it	805 53%	373 40%	206 24%
Just ignored it	286 19%	238 25%	204 24%
Something else	14 1%	8 1%	32 4%
Did nothing	33 2%	37 4%	31 4%

Ofcom Scams Survey

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Absolutes/col percents

Table 52

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Text

Base: All who have received a suspicious text

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region								Nation	
	Total	16-24	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Scot-land	
Unweighted base	1519	186	286	258	257	455	472	515	455	265	267	720	799	841	678	153	108	140	104	145	231	204	119	1267	124	
Weighted base	1516	163	284	257	252	477	447	508	477	269	292	716	801	855	661	171	125	123	106	135	212	208	125	1271	127	
Deleted it	805 53%	70 43%	135 47%	141 55%	132 53%	276 58%	204 46%	273 54%	276 58%	148 55%	180 62%	371 52%	435 54%	463 54%	343 52%	87 51%	69 55%	53 43%	62 59%	78 58%	94 44%	115 55%	82 66%	672 53%	60 47%	
Blocked the number	793 52%	64 39%	156 55%	143 56%	141 56%	249 52%	220 49%	284 56%	249 52%	127 47%	161 55%	354 50%	439 55%	450 53%	343 52%	88 51%	62 50%	63 51%	57 54%	70 52%	102 48%	112 54%	63 50%	655 52%	69 54%	
Told friends or family about it	436 29%	53 33%	85 30%	69 27%	66 26%	136 29%	138 31%	135 26%	136 29%	65 24%	97 33%	191 27%	245 31%	240 28%	195 30%	45 27%	36 29%	41 33%	29 28%	32 23%	61 29%	52 25%	40 32%	360 28%	41 32%	
Checked to see if the number is real (e.g., Google search / elsewhere)	401 26%	48 29%	100 35%	59 23%	62 25%	116 24%	148 33%	121 24%	116 24%	66 25%	65 22%	185 26%	216 27%	214 25%	187 28%	37 22%	33 26%	34 28%	33 31%	33 24%	58 27%	62 30%	28 22%	340 27%	34 27%	
Just ignored it	286 19%	52 32%	71 25%	41 16%	41 16%	67 14%	123 27%	81 16%	67 14%	42 16%	40 14%	133 19%	153 19%	174 20%	112 17%	37 21%	23 18%	25 21%	17 16%	18 14%	49 23%	45 22%	25 20%	253 20%	17 14%	
Reported it	266 18%	23 14%	56 20%	50 19%	45 18%	78 16%	80 18%	95 19%	78 16%	41 15%	51 17%	134 19%	133 17%	147 17%	120 18%	24 14%	28 22%	22 18%	25 23%	24 18%	41 19%	35 17%	19 16%	231 18%	17 13%	
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	19 1%	3 2%	5 2%	2 1%	6 2%	2 *	9 2%	7 1%	2 *	2 1%	1 *	15 2%	3 *	10 1%	8 1%	- -	- -	2 2%	3 2%	4 3%	5 2%	4 2%	- -	17 1%	1 1%	
Something else	14 1%	- -	2 1%	2 1%	3 1%	8 2%	2 *	5 1%	8 2%	3 1%	4 2%	6 1%	9 1%	9 1%	5 1%	2 1%	- -	1 1%	2 2%	3 2%	2 1%	1 *	1 1%	11 1%	1 *	
Did nothing	33 2%	7 4%	5 2%	9 4%	5 2%	7 1%	12 3%	14 3%	7 1%	3 1%	4 1%	13 2%	20 3%	12 1%	21 3%	6 4%	4 3%	1 *	1 1%	1 1%	4 2%	5 2%	1 *	25 2%	6 5%	

Ofcom Scams Survey

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Absolutes/col percents

Table 53

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Text**Base: All who have received a suspicious text**

	Phone network							Mobile O/S		Landline provider				
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	1519	347	265	133	135	107	225	613	883	274	202	100	210	
Weighted base	1516	356	262	135	138	107	222	621	868	281	203	105	217	
Deleted it	805 53%	187 53%	138 53%	77 57%	64 46%	56 52%	121 55%	328 53%	469 54%	147 52%	110 54%	59 56%	129 59%	
Blocked the number	793 52%	201 57%	137 52%	64 48%	65 47%	57 53%	112 51%	281 45%	502 58%	150 53%	118 58%	47 45%	113 52%	
Told friends or family about it	436 29%	115 32%	82 31%	36 26%	35 25%	24 22%	65 30%	190 31%	234 27%	76 27%	51 25%	31 29%	64 30%	
Checked to see if the number is real (e.g., Google search / elsewhere)	401 26%	94 26%	75 29%	34 25%	41 30%	28 26%	53 24%	169 27%	228 26%	72 26%	61 30%	32 31%	54 25%	
Just ignored it	286 19%	70 20%	44 17%	24 18%	27 20%	15 14%	44 20%	133 21%	149 17%	33 12%	27 13%	18 17%	39 18%	
Reported it	266 18%	68 19%	53 20%	16 12%	31 23%	22 21%	28 13%	91 15%	170 20%	56 20%	30 15%	26 25%	43 20%	
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	19 1%	5 1%	4 1%	2 2%	1 1%	1 1%	1 *	13 2%	5 1%	3 1%	6 3%	- -	2 1%	
Something else	14 1%	6 2%	2 1%	* *	1 *	3 3%	1 *	6 1%	8 1%	4 1%	- -	1 1%	2 1%	
Did nothing	33 2%	5 1%	6 2%	1 1%	9 6%	2 2%	4 2%	18 3%	12 1%	6 2%	3 1%	2 2%	1 1%	

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Absolutes/col percents

Table 54

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Text**Base: All who have received a suspicious text**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Total		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	Any recorded message							
Unweighted base	1519	685	770	1519	1519	441	582	633	440	413
Weighted base	1516	695	782	1516	1516	446	583	660	457	430
Deleted it	805 53%	358 51%	410 53%	805 53%	805 53%	222 50%	298 51%	344 52%	241 53%	243 57%
Blocked the number	793 52%	387 56%	431 55%	793 52%	793 52%	270 61%	330 57%	363 55%	249 54%	235 55%
Told friends or family about it	436 29%	210 30%	233 30%	436 29%	436 29%	146 33%	178 31%	187 28%	132 29%	125 29%
Checked to see if the number is real (e.g., Google search / elsewhere)	401 26%	205 30%	228 29%	401 26%	401 26%	140 31%	182 31%	192 29%	135 30%	128 30%
Just ignored it	286 19%	94 14%	131 17%	286 19%	286 19%	57 13%	102 18%	89 14%	58 13%	64 15%
Reported it	266 18%	145 21%	144 18%	266 18%	266 18%	102 23%	121 21%	123 19%	103 22%	73 17%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	19 1%	8 1%	12 2%	19 1%	19 1%	4 1%	10 2%	9 1%	5 1%	7 2%
Something else	14 1%	6 1%	6 1%	14 1%	14 1%	4 1%	5 1%	4 1%	3 1%	3 1%
Did nothing	33 2%	11 2%	12 2%	33 2%	33 2%	6 1%	6 1%	9 1%	5 1%	7 2%

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Absolutes/col percents

Table 55

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Recorded Message

Base: All who have received a suspicious recorded message

	Age 1					Age 2			Age/Gender		Gender		Social Grade		Region		Nation
	Total	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male	Female	Male	Female	ABC1	C2DE	London	South East	
Unweighted base	917	152	135	152	318	237	287	318	186	207	432	485	496	421	147	124	771
Weighted base	940	155	138	152	339	230	291	339	194	226	442	498	522	418	137	131	791
Blocked the number	412	79	72	76	133	106	147	133	66	94	181	232	221	191	52	62	334
	44%	51%	52%	50%	39%	46%	51%	39%	34%	42%	41%	46%	42%	46%	38%	47%	42%
Deleted it	373	67	53	64	135	88	118	135	69	98	161	212	210	164	52	52	310
	40%	43%	39%	42%	40%	38%	41%	40%	36%	44%	37%	43%	40%	39%	38%	40%	39%
Just ignored it	238	40	41	36	86	63	77	86	48	51	114	124	140	98	35	36	204
	25%	26%	29%	24%	25%	27%	26%	25%	25%	23%	26%	25%	27%	23%	25%	28%	26%
Checked to see if the number is real (e.g., Google search / elsewhere)	234	57	32	34	72	80	65	72	41	47	108	125	125	108	30	30	200
	25%	37%	23%	22%	21%	35%	23%	21%	21%	21%	25%	25%	24%	26%	22%	23%	25%
Told friends or family about it	233	47	39	43	70	66	82	70	37	49	100	133	126	107	36	23	200
	25%	30%	28%	28%	21%	29%	28%	21%	19%	22%	23%	27%	24%	26%	26%	18%	25%
Reported it	91	21	20	11	29	26	32	29	13	21	47	44	42	49	19	11	78
	10%	14%	15%	7%	9%	11%	11%	9%	7%	9%	11%	9%	8%	12%	14%	8%	10%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	13	5	2	3	-	9	5	-	-	-	10	4	8	5	4	1	10
	1%	3%	1%	2%	-	4%	2%	-	-	-	2%	1%	2%	1%	3%	1%	1%
Something else	8	1	1	2	3	2	3	3	-	3	1	7	5	3	2	1	8
	1%	*	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	1%	1%
Did nothing	37	1	4	8	11	6	12	11	7	12	16	21	15	22	5	10	34
	4%	1%	3%	5%	3%	2%	4%	3%	3%	5%	4%	4%	3%	5%	3%	8%	4%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 56

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Recorded Message**Base: All who have received a suspicious recorded message**

	Phone network				Mobile O/S		Landline provider		
	Total	EE/BT Mobile	O2	Vodafone	Apple / iPhone	Other	BT	Sky	Virgin Media
Unweighted base	917	215	144	135	342	541	203	117	137
Weighted base	940	222	143	139	356	548	206	121	143
Blocked the number	412 44%	105 47%	61 43%	59 42%	134 38%	266 49%	79 38%	61 50%	51 36%
Deleted it	373 40%	96 43%	54 38%	55 40%	135 38%	228 42%	85 41%	48 40%	58 40%
Just ignored it	238 25%	63 28%	36 25%	29 21%	101 28%	129 24%	46 23%	28 23%	41 29%
Checked to see if the number is real (e.g., Google search / elsewhere)	234 25%	50 22%	37 26%	30 22%	95 27%	133 24%	50 24%	37 31%	30 21%
Told friends or family about it	233 25%	52 23%	40 28%	31 22%	89 25%	136 25%	53 25%	28 23%	35 25%
Reported it	91 10%	21 9%	14 10%	11 8%	26 7%	63 12%	17 8%	11 9%	16 11%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	13 1%	4 2%	2 2%	1 1%	10 3%	4 1%	2 1%	3 2%	2 1%
Something else	8 1%	4 2%	- -	2 1%	4 1%	4 1%	2 1%	- -	- -
Did nothing	37 4%	4 2%	4 3%	6 4%	13 4%	19 3%	11 5%	3 2%	9 6%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 57

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Recorded Message

Base: All who have received a suspicious recorded message

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call								
Unweighted base	917	522	917	829	770	275	633	605	372	526
Weighted base	940	539	940	842	782	279	635	634	389	552
Blocked the number	412 44%	230 43%	412 44%	389 46%	359 46%	152 54%	315 50%	246 39%	146 38%	214 39%
Deleted it	373 40%	223 41%	373 40%	338 40%	319 41%	118 42%	251 40%	262 41%	165 42%	235 42%
Just ignored it	238 25%	130 24%	238 25%	212 25%	198 25%	59 21%	153 24%	159 25%	99 26%	144 26%
Checked to see if the number is real (e.g., Google search / elsewhere)	234 25%	140 26%	234 25%	203 24%	184 24%	83 30%	162 26%	163 26%	102 26%	148 27%
Told friends or family about it	233 25%	140 26%	233 25%	211 25%	197 25%	84 30%	157 25%	157 25%	94 24%	144 26%
Reported it	91 10%	53 10%	91 10%	85 10%	78 10%	38 14%	78 12%	58 9%	43 11%	51 9%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	13 1%	9 2%	13 1%	12 1%	10 1%	5 2%	12 2%	11 2%	8 2%	7 1%
Something else	8 1%	3 1%	8 1%	7 1%	5 1%	3 1%	7 1%	3 *	2 *	3 *
Did nothing	37 4%	25 5%	37 4%	28 3%	26 3%	8 3%	21 3%	29 5%	21 5%	23 4%

Ofcom Scams Survey

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Absolutes/col percents

Table 58

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live voice call**Base: All who have received a suspicious live voice call**

	Age 1					Age 2			Age/Gender		Gender		Social Grade		Region		Nation
	Total	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	London	South East	
Unweighted base	842	109	104	138	318	201	242	318	202	197	418	424	459	383	139	114	713
Weighted base	856	107	102	140	339	189	242	339	208	217	419	436	472	384	125	120	725
Blocked the number	420 49%	61 57%	59 59%	75 54%	155 46%	98 52%	135 56%	155 46%	89 43%	98 45%	193 46%	227 52%	216 46%	203 53%	68 54%	67 56%	345 48%
Checked to see if the number is real (e.g., Google search / elsewhere)	249 29%	40 37%	31 30%	41 29%	88 26%	64 34%	72 30%	88 26%	43 21%	70 32%	109 26%	140 32%	133 28%	115 30%	24 19%	39 33%	215 30%
Told friends or family about it	213 25%	34 32%	29 28%	37 27%	76 22%	55 29%	66 27%	76 22%	30 14%	63 29%	85 20%	128 29%	112 24%	102 26%	28 22%	26 22%	179 25%
Deleted it	206 24%	31 29%	20 20%	42 30%	80 24%	52 27%	62 26%	80 24%	37 18%	55 25%	89 21%	116 27%	104 22%	102 27%	31 25%	29 24%	179 25%
Just ignored it	204 24%	25 23%	21 21%	32 23%	87 26%	46 24%	53 22%	87 26%	57 27%	48 22%	112 27%	92 21%	116 25%	88 23%	31 25%	31 26%	181 25%
Reported it	106 12%	17 16%	25 24%	14 10%	34 10%	23 12%	39 16%	34 10%	19 9%	25 11%	48 11%	58 13%	52 11%	53 14%	19 15%	14 12%	89 12%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	8 1%	1 1%	2 2%	- -	2 1%	3 2%	2 1%	2 1%	2 1%	1 *	4 1%	4 1%	4 1%	4 1%	3 3%	- -	8 1%
Something else	32 4%	3 3%	4 4%	5 4%	16 5%	4 2%	10 4%	16 5%	16 8%	3 1%	24 6%	8 2%	20 4%	12 3%	6 4%	4 4%	25 3%
Did nothing	31 4%	- -	2 2%	7 5%	12 4%	4 2%	9 4%	12 4%	8 4%	10 5%	16 4%	16 4%	21 5%	10 3%	6 5%	5 4%	27 4%

Ofcom Scams Survey

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Absolutes/col percents

Table 59

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live voice call**Base: All who have received a suspicious live voice call**

	Phone network				Mobile O/S		Landline provider		
	Total	EE/BT Mobile	O2	Vodafone	Apple / iPhone	Other	BT	Sky	Virgin Media
Unweighted base	842	171	127	136	313	489	187	118	138
Weighted base	856	180	130	138	320	490	192	116	147
Blocked the number	420 49%	105 58%	58 45%	68 50%	146 46%	258 53%	79 41%	65 56%	66 45%
Checked to see if the number is real (e.g., Google search / elsewhere)	249 29%	53 29%	36 28%	38 28%	92 29%	145 30%	43 22%	38 33%	44 30%
Told friends or family about it	213 25%	44 24%	36 27%	37 27%	82 26%	120 24%	47 24%	26 22%	41 28%
Deleted it	206 24%	54 30%	35 27%	31 22%	81 25%	116 24%	41 21%	29 25%	38 26%
Just ignored it	204 24%	37 21%	27 21%	26 19%	76 24%	119 24%	53 28%	21 18%	39 27%
Reported it	106 12%	23 13%	18 14%	15 11%	30 9%	68 14%	20 10%	17 14%	16 11%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	8 1%	2 1%	1 1%	-	6 2%	1 *	2 1%	1 1%	1 1%
Something else	32 4%	8 4%	4 3%	5 4%	12 4%	20 4%	3 2%	8 7%	4 2%
Did nothing	31 4%	6 3%	5 4%	5 4%	9 3%	19 4%	13 7%	4 4%	4 3%

Ofcom Scams Survey
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Absolutes/col percents

Table 60

Q4. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live voice call**Base: All who have received a suspicious live voice call**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any recorded		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		voice call	message							
Unweighted base	842	842	522	744	685	496	330	609	563	339
Weighted base	856	856	539	751	695	498	333	635	587	355
Blocked the number	420	420	257	392	359	299	179	274	245	155
	49%	49%	48%	52%	52%	60%	54%	43%	42%	44%
Checked to see if the number is real (e.g., Google search / elsewhere)	249	249	158	214	194	153	101	180	166	108
	29%	29%	29%	29%	28%	31%	30%	28%	28%	30%
Told friends or family about it	213	213	142	189	175	130	89	158	145	98
	25%	25%	26%	25%	25%	26%	27%	25%	25%	28%
Deleted it	206	206	130	183	167	136	89	149	134	89
	24%	24%	24%	24%	24%	27%	27%	23%	23%	25%
Just ignored it	204	204	139	170	156	97	77	165	154	98
	24%	24%	26%	23%	22%	19%	23%	26%	26%	28%
Reported it	106	106	71	96	90	74	52	80	77	50
	12%	12%	13%	13%	13%	15%	16%	13%	13%	14%
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	8	8	6	8	8	5	5	7	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Something else	32	32	24	29	25	16	13	22	22	15
	4%	4%	4%	4%	4%	3%	4%	3%	4%	4%
Did nothing	31	31	20	26	26	12	13	25	24	13
	4%	4%	4%	3%	4%	3%	4%	4%	4%	4%

Ofcom Scams Survey
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Absolutes/col percents

Table 61

Q5a. How did you report the suspicious message/call?

Base: All who have reported a suspicious message/call

	<u>Age 2</u>		<u>Gender</u>		<u>Social Grade</u>		<u>Nation</u>
	<u>Total</u>	<u>35-54</u>	<u>Male</u>	<u>Female</u>	<u>ABC1</u>	<u>C2DE</u>	<u>Eng-land</u>
Unweighted base	328	118	166	162	175	153	279
Weighted base	330	119	167	164	183	147	283
Reported it to my landline or mobile provider	120 36%	47 40%	67 40%	53 33%	67 37%	53 36%	106 37%
Reported it to a special number for reporting suspicious messages/calls	113 34%	37 31%	56 33%	57 35%	56 30%	57 39%	94 33%
Reported it to Action Fraud	65 20%	26 22%	30 18%	34 21%	45 24%	20 14%	56 20%
Reported to another organisation	49 15%	15 13%	25 15%	25 15%	26 14%	23 16%	42 15%
Reported it to Ofcom	23 7%	9 8%	15 9%	8 5%	8 5%	15 10%	20 7%
Reported it to the police	19 6%	8 7%	16 9%	3 2%	11 6%	8 6%	17 6%
Reported it to Citizens' Advice	15 4%	3 2%	11 6%	4 2%	8 4%	7 5%	15 5%
Did something else	39 12%	14 11%	19 11%	21 13%	21 12%	18 12%	33 12%
Can't remember	18 5%	6 5%	5 3%	13 8%	10 6%	8 5%	15 5%

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Absolutes/col percents

Table 62

Q5a. How did you report the suspicious message/call?**Base: All who have reported a suspicious message/call**

	<u>Mobile O/S</u>		
	<u>Apple</u>	<u>iPhone</u>	<u>Other</u>
Unweighted base	328	106	213
Weighted base	330	110	209
Reported it to my landline or mobile provider	120 36%	36 33%	80 38%
Reported it to a special number for reporting suspicious messages/calls	113 34%	39 36%	71 34%
Reported it to Action Fraud	65 20%	31 28%	30 14%
Reported to another organisation	49 15%	13 12%	34 16%
Reported it to Ofcom	23 7%	12 11%	12 5%
Reported it to the police	19 6%	9 8%	9 5%
Reported it to Citizens' Advice	15 4%	13 12%	2 1%
Did something else	39 12%	16 14%	24 11%
Can't remember	18 5%	4 3%	13 6%

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Absolutes/col percents

Table 63

Q5a. How did you report the suspicious message/call?**Base: All who have reported a suspicious message/call**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any voice recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	recorded message							
Unweighted base	328	189	187	316	305	123	147	162	134	101
Weighted base	330	194	194	318	308	125	151	169	140	108
Reported it to my landline or mobile provider	120 36%	76 39%	73 38%	116 36%	113 37%	47 38%	58 39%	67 40%	56 40%	37 34%
Reported it to a special number for reporting suspicious messages/calls	113 34%	72 37%	70 36%	111 35%	105 34%	42 34%	58 38%	67 40%	57 41%	45 41%
Reported it to Action Fraud	65 20%	41 21%	44 23%	61 19%	59 19%	27 21%	36 24%	35 21%	33 24%	28 26%
Reported to another organisation	49 15%	32 17%	28 15%	49 15%	49 16%	25 20%	24 16%	29 17%	24 17%	19 18%
Reported it to Ofcom	23 7%	14 7%	18 9%	22 7%	20 7%	10 8%	15 10%	15 9%	12 9%	13 12%
Reported it to the police	19 6%	13 7%	14 7%	18 6%	18 6%	10 8%	8 6%	13 7%	9 6%	11 10%
Reported it to Citizens' Advice	15 4%	11 6%	14 7%	15 5%	15 5%	9 7%	14 9%	12 7%	11 8%	9 8%
Did something else	39 12%	21 11%	22 12%	38 12%	38 12%	13 11%	18 12%	11 6%	10 7%	8 7%
Can't remember	18 5%	13 7%	7 4%	16 5%	16 5%	9 7%	2 2%	14 8%	11 8%	7 7%

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Table 64

Q5b. How did you know where to report the suspicious message/call?

Base: All who have reported a suspicious message/call

	<u>Age 2</u>		<u>Gender</u>		<u>Social Grade</u>		<u>Nation</u>
	<u>Total</u>	<u>35-54</u>	<u>Male</u>	<u>Female</u>	<u>ABC1</u>	<u>C2DE</u>	<u>Eng-land</u>
Unweighted base	328	118	166	162	175	153	279
Weighted base	330	119	167	164	183	147	283
Searched for where to report it (e.g., Google search online)	133 40%	55 46%	62 37%	71 44%	70 38%	63 43%	112 39%
From information from my landline or mobile provider	77 23%	31 26%	48 29%	30 18%	43 23%	35 24%	65 23%
From friends / family	47 14%	15 13%	34 21%	13 8%	24 13%	22 15%	41 14%
From social media	40 12%	16 13%	23 14%	17 10%	18 10%	22 15%	35 12%
From information from another organisation	40 12%	12 10%	28 17%	11 7%	21 12%	18 12%	35 12%
Fallen victim to a scam before	31 9%	13 11%	22 13%	9 6%	16 9%	15 10%	28 10%
From the media (e.g., TV/ radio/ magazine/ newspaper)	27 8%	7 6%	12 7%	15 9%	11 6%	16 11%	23 8%
From somewhere else	25 7%	9 8%	11 6%	14 8%	16 9%	9 6%	24 8%
Don't know / can't remember	35 11%	8 7%	11 7%	24 15%	20 11%	15 10%	29 10%

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Absolutes/col percents

Table 65

Q5b. How did you know where to report the suspicious message/call?

Base: All who have reported a suspicious message/call

		<u>Mobile O/S</u>	
		<u>Apple</u>	
		<u>/</u>	
	<u>Total</u>	<u>iPhone</u>	<u>Other</u>
Unweighted base	328	106	213
Weighted base	330	110	209
Searched for where to report it (e.g., Google search online)	133 40%	54 49%	78 37%
From information from my landline or mobile provider	77 23%	21 19%	52 25%
From friends / family	47 14%	19 17%	27 13%
From social media	40 12%	16 15%	22 11%
From information from another organisation	40 12%	15 13%	23 11%
Fallen victim to a scam before	31 9%	12 11%	17 8%
From the media (e.g., TV/ radio/ magazine/ newspaper)	27 8%	13 12%	11 5%
From somewhere else	25 7%	5 5%	18 9%
Don't know / can't remember	35 11%	9 8%	24 12%

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Absolutes/col percents

Table 66

Q5b. How did you know where to report the suspicious message/call?**Base: All who have reported a suspicious message/call**

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any voice recorded message		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	recorded message							
Unweighted base	328	189	187	316	305	123	147	162	134	101
Weighted base	330	194	194	318	308	125	151	169	140	108
Searched for where to report it (e.g., Google search online)	133 40%	77 39%	86 44%	131 41%	125 41%	48 39%	71 47%	66 39%	58 42%	50 46%
From information from my landline or mobile provider	77 23%	49 25%	45 23%	73 23%	71 23%	30 24%	34 23%	42 25%	36 26%	27 25%
From friends / family	47 14%	33 17%	35 18%	45 14%	43 14%	21 17%	27 18%	32 19%	26 18%	21 20%
From social media	40 12%	27 14%	28 14%	39 12%	39 13%	20 16%	21 14%	28 17%	23 16%	20 18%
From information from another organisation	40 12%	29 15%	28 15%	39 12%	39 13%	19 15%	24 16%	29 17%	26 18%	17 16%
Fallen victim to a scam before	31 9%	19 10%	20 10%	30 9%	30 10%	14 11%	13 9%	18 10%	10 7%	11 10%
From the media (e.g., TV/ radio/ magazine/ newspaper)	27 8%	19 10%	18 9%	26 8%	26 8%	10 8%	12 8%	20 12%	18 13%	12 11%
From somewhere else	25 7%	14 7%	16 8%	25 8%	23 7%	11 9%	14 9%	7 4%	6 4%	4 4%
Don't know / can't remember	35 11%	21 11%	15 8%	34 11%	34 11%	16 13%	10 6%	16 9%	15 10%	7 7%

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Absolutes/col percents

Table 67
Q5c. Why did you decide to report the suspicious message/call?
Base: All who have reported a suspicious message/call

	Age 2		Gender		Social Grade		Nation
	Total	35-54	Male	Female	ABC1	C2DE	Eng-land
Unweighted base	328	118	166	162	175	153	279
Weighted base	330	119	167	164	183	147	283
To feel like I am helping to tackle scams	217 66%	81 68%	113 68%	103 63%	124 68%	93 63%	184 65%
Didn't want the same to happen to others	214 65%	82 69%	111 66%	103 63%	116 63%	98 67%	183 65%
To stop the messages coming through	180 54%	62 52%	88 53%	91 56%	96 52%	84 57%	153 54%
Encouraged to do so by family / friends	36 11%	14 12%	23 14%	13 8%	18 10%	18 12%	31 11%
Encouraged to do so by a campaign	29 9%	7 6%	18 11%	11 7%	17 9%	13 9%	23 8%
Something else	11 3%	1 1%	4 3%	7 4%	7 4%	4 3%	9 3%
Prefer not to say	2 *	2 1%	2 1%	- -	- -	2 1%	2 1%

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Absolutes/col percents

Table 68

Q5c. Why did you decide to report the suspicious message/call?**Base: All who have reported a suspicious message/call**

	<u>Mobile O/S</u>		
	<u>Apple</u>		
	<u>/</u>		
	<u>Total</u>	<u>iPhone</u>	<u>Other</u>
Unweighted base	328	106	213
Weighted base	330	110	209
To feel like I am helping to tackle scams	217 66%	73 66%	137 65%
Didn't want the same to happen to others	214 65%	71 64%	136 65%
To stop the messages coming through	180 54%	55 50%	118 56%
Encouraged to do so by family / friends	36 11%	18 17%	18 8%
Encouraged to do so by a campaign	29 9%	13 12%	15 7%
Something else	11 3%	2 2%	9 4%
Prefer not to say	2 *	-	2 1%

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Absolutes/col percents

Table 69

Q5c. Why did you decide to report the suspicious message/call?

Base: All who have reported a suspicious message/call

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any Total		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Any voice call	recorded message							
Unweighted base	328	189	187	316	305	123	147	162	134	101
Weighted base	330	194	194	318	308	125	151	169	140	108
To feel like I am helping to tackle scams	217 66%	124 64%	127 66%	209 66%	202 66%	78 62%	100 67%	101 60%	89 64%	66 61%
Didn't want the same to happen to others	214 65%	132 68%	125 64%	210 66%	201 65%	85 68%	101 67%	112 66%	97 69%	71 66%
To stop the messages coming through	180 54%	107 55%	110 57%	174 55%	167 54%	69 55%	85 57%	94 56%	80 57%	61 56%
Encouraged to do so by family / friends	36 11%	24 12%	21 11%	36 11%	36 12%	16 13%	16 10%	24 14%	21 15%	16 15%
Encouraged to do so by a campaign	29 9%	17 9%	24 12%	28 9%	28 9%	8 6%	18 12%	21 12%	17 12%	17 16%
Something else	11 3%	5 3%	9 4%	9 3%	9 3%	2 2%	6 4%	6 4%	4 3%	6 6%
Prefer not to say	2 *	2 1%	2 1%	2 *	2 1%	2 1%	2 1%	2 1%	2 1%	- -

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Absolutes/col percents

Table 76

Q8. Have any of your friends or family ever talked to you about being worried about a possible suspicious call/message or actually fallen victim to one?

Base: All respondents with a mobile and/or landline

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region							Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land
Unweighted base	2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178
Yes, they were worried about a message or call they had received	976 47%	103 45%	171 48%	180 54%	169 47%	302 46%	51 34%	274 47%	349 51%	302 46%	51 34%	34 40%	60 53%	172 43%	181 44%	454 45%	522 49%	551 48%	425 46%	109 47%	72 42%	79 44%	71 47%	89 46%	137 51%	135 47%	94 53%	827 47%	45 45%	76 43%
Yes, they had started to follow the scammer's instructions	226 11%	25 11%	42 12%	43 13%	40 11%	64 10%	11 8%	67 12%	83 12%	64 10%	11 8%	8 9%	15 14%	36 9%	40 10%	101 10%	125 12%	141 12%	85 9%	22 10%	20 12%	16 9%	15 10%	21 11%	48 18%	23 8%	16 9%	189 11%	10 10%	24 13%
Yes, they had been scammed and had lost money	158 8%	19 8%	18 5%	31 9%	28 8%	49 7%	14 9%	37 6%	59 9%	49 7%	14 9%	10 12%	7 6%	22 5%	41 10%	69 7%	89 8%	93 8%	66 7%	17 7%	12 7%	13 8%	12 8%	8 4%	37 14%	18 6%	8 5%	128 7%	14 14%	16 9%
No	891 43%	99 43%	143 40%	120 36%	148 42%	299 45%	83 56%	241 41%	268 39%	299 45%	83 56%	40 47%	42 37%	193 49%	189 45%	462 46%	429 40%	479 42%	412 44%	105 45%	83 48%	84 47%	68 45%	85 44%	88 32%	126 44%	69 39%	747 43%	40 41%	76 43%
NET: Yes	1190 57%	128 57%	213 60%	211 64%	208 58%	364 55%	65 44%	341 59%	419 61%	364 55%	65 44%	46 53%	71 63%	203 51%	227 55%	552 54%	637 60%	674 58%	515 56%	126 55%	90 52%	94 53%	83 55%	108 56%	183 68%	159 56%	109 61%	997 57%	59 59%	101 57%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 77

Q8. Have any of your friends or family ever talked to you about being worried about a possible suspicious call/message or actually fallen victim to one?

Base: All respondents with a mobile and/or landline

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Yes, they were worried about a message or call they had received	976 47%	235 52%	48 40%	144 43%	54 52%	82 46%	100 46%	60 44%	148 49%	67 50%	396 51%	554 45%	172 46%	122 45%	72 44%	132 44%
Yes, they had started to follow the scammer's instructions	226 11%	52 12%	18 15%	42 13%	11 11%	15 9%	22 10%	9 7%	35 12%	10 7%	102 13%	120 10%	39 11%	29 11%	16 10%	27 9%
Yes, they had been scammed and had lost money	158 8%	38 9%	6 5%	30 9%	9 8%	19 11%	12 6%	8 6%	23 8%	10 7%	64 8%	92 8%	35 9%	16 6%	10 6%	17 6%
No	891 43%	170 38%	61 50%	148 44%	41 39%	72 40%	96 45%	67 49%	115 38%	60 45%	295 38%	540 44%	162 43%	125 46%	78 47%	139 46%
NET: Yes	1190 57%	278 62%	61 50%	187 56%	63 61%	106 60%	119 55%	71 51%	186 62%	75 55%	482 62%	677 56%	211 57%	146 54%	87 53%	161 54%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 78

Q8. Have any of your friends or family ever talked to you about being worried about a possible suspicious call/message or actually fallen victim to one?

Base: All respondents with a mobile and/or landline

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2080	842	917	1611	1519	496	633	796	563	526	342
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338
Yes, they were worried about a message or call they had received	976 47%	451 53%	490 52%	830 52%	796 53%	274 55%	338 53%	415 50%	302 51%	276 50%	87 26%
Yes, they had started to follow the scammer's instructions	226 11%	104 12%	134 14%	187 12%	174 11%	64 13%	92 15%	106 13%	75 13%	80 14%	25 8%
Yes, they had been scammed and had lost money	158 8%	85 10%	86 9%	138 9%	126 8%	54 11%	62 10%	88 11%	62 11%	58 11%	10 3%
No	891 43%	301 35%	328 35%	597 37%	557 37%	160 32%	206 32%	316 38%	215 37%	206 37%	226 67%
NET: Yes	1190 57%	555 65%	612 65%	1009 63%	959 63%	337 68%	429 68%	516 62%	372 63%	346 63%	112 33%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 79

Q9a. Do you have a service on your landline to help you screen incoming calls?**Base: All with a landline**

		Age 1							Age 2					Age/Gender		Gender		Social Grade		Region							Nation	
																			York- shire & Humb- erside	West Mid- lands	East- ern	London	South East	South West	Eng- land	Scot- land		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West										
Unweighted base	1456	162	172	203	266	521	132	334	469	521	132	330	323	741	715	795	661	129	98	144	154	200	190	128	1205	121		
Weighted base	1492	150	174	201	270	554	143	324	471	554	143	339	359	745	747	832	660	152	116	133	153	189	196	138	1241	128		
Yes, I have a specialist call screening service but do not use it	40 3%	6 4%	14 8%	8 4%	2 1%	6 1%	3 2%	20 6%	10 2%	6 1%	3 2%	6 2%	3 1%	26 3%	14 2%	20 2%	20 3%	5 3%	4 3%	3 2%	1 1%	14 8%	5 3%	3 2%	37 3%	2 1%		
Yes, I have a specialist call screening service and use it	243 16%	26 17%	22 13%	19 10%	32 12%	113 20%	31 22%	48 15%	51 11%	113 20%	31 22%	75 22%	69 19%	126 17%	117 16%	133 16%	110 17%	17 11%	21 18%	15 11%	24 16%	31 17%	38 19%	20 15%	194 16%	25 19%		
Yes, I have caller display so I can see the caller's number before deciding whether to answer the call	441 30%	19 12%	43 24%	49 25%	67 25%	204 37%	59 41%	61 19%	117 25%	204 37%	59 41%	111 33%	152 42%	197 26%	243 33%	234 28%	206 31%	50 33%	31 27%	34 25%	53 34%	56 29%	57 29%	38 27%	364 29%	37 29%		
I am aware there are services, but I do not have one set up	440 29%	23 15%	48 28%	64 32%	103 38%	160 29%	41 29%	71 22%	167 36%	160 29%	41 29%	103 30%	98 27%	233 31%	207 28%	269 32%	170 26%	48 32%	29 25%	34 25%	44 29%	47 25%	63 32%	48 35%	360 29%	37 29%		
I am aware there are services but I'm not sure if I have one set up	147 10%	16 11%	18 10%	19 10%	28 10%	52 9%	13 9%	35 11%	48 10%	52 9%	13 9%	29 9%	36 10%	66 9%	82 11%	83 10%	64 10%	12 8%	10 8%	17 13%	20 13%	20 11%	17 9%	11 8%	124 10%	16 12%		
I was not previously aware of any screening services	330 22%	67 45%	49 28%	53 26%	52 19%	89 16%	20 14%	116 36%	105 22%	89 16%	20 14%	61 18%	48 13%	172 23%	158 21%	173 21%	158 24%	38 25%	32 28%	40 30%	25 17%	41 22%	41 21%	26 19%	284 23%	23 18%		
NET: Yes	622 42%	45 30%	69 39%	68 34%	95 35%	271 49%	74 52%	113 35%	163 35%	271 49%	74 52%	158 47%	188 52%	300 40%	322 43%	333 40%	289 44%	63 41%	47 40%	46 34%	68 44%	86 45%	82 42%	57 41%	512 41%	55 43%		

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 80

Q9a. Do you have a service on your landline to help you screen incoming calls?

Base: All with a landline

	Phone network						Mobile O/S		Landline provider				
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	1456	305	238	125	142	110	199	520	867	369	272	158	288
Weighted base	1492	317	241	131	149	115	200	538	879	372	272	165	300
Yes, I have a specialist call screening service but do not use it	40 3%	13 4%	7 3%	3 2%	3 2%	1 1%	5 2%	19 4%	19 2%	13 3%	9 3%	2 2%	8 3%
Yes, I have a specialist call screening service and use it	243 16%	56 18%	39 16%	18 13%	20 14%	18 16%	43 21%	86 16%	146 17%	75 20%	55 20%	37 23%	26 9%
Yes, I have caller display so I can see the caller's number before deciding whether to answer the call	441 30%	105 33%	72 30%	48 36%	38 26%	24 21%	59 30%	156 29%	260 30%	124 33%	79 29%	60 36%	60 20%
I am aware there are services, but I do not have one set up	440 29%	95 30%	64 27%	36 27%	41 27%	34 30%	65 32%	147 27%	280 32%	90 24%	79 29%	45 27%	95 32%
I am aware there are services but I'm not sure if I have one set up	147 10%	33 11%	32 13%	12 9%	12 8%	10 9%	21 10%	54 10%	84 10%	42 11%	23 8%	14 8%	32 10%
I was not previously aware of any screening services	330 22%	53 17%	50 21%	27 20%	46 31%	36 31%	33 16%	132 24%	170 19%	71 19%	59 22%	32 20%	97 32%
NET: Yes	622 42%	146 46%	106 44%	62 47%	53 35%	36 31%	90 45%	227 42%	366 42%	178 48%	122 45%	84 51%	85 28%

Ofcom Scams Survey
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Absolutes/col percents

Table 81

Q9a. Do you have a service on your landline to help you screen incoming calls?

Base: All with a landline

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice	Any	Any mobile	Text	Voice	Recorded	Any	Voice	Recorded	
		call	recorded message								
Unweighted base	1456	677	688	1083	1028	331	404	796	563	526	246
Weighted base	1492	702	718	1106	1055	344	414	832	587	552	249
Yes, I have a specialist call screening service but do not use it	40 3%	20 3%	25 3%	33 3%	31 3%	15 4%	18 4%	26 3%	16 3%	17 3%	6 2%
Yes, I have a specialist call screening service and use it	243 16%	114 16%	114 16%	179 16%	172 16%	57 17%	75 18%	124 15%	88 15%	76 14%	40 16%
Yes, I have caller display so I can see the caller's number before deciding whether to answer the call	441 30%	244 35%	245 34%	323 29%	305 29%	106 31%	130 31%	281 34%	211 36%	196 35%	60 24%
I am aware there are services, but I do not have one set up	440 29%	200 28%	210 29%	324 29%	312 30%	88 25%	122 29%	247 30%	171 29%	172 31%	71 28%
I am aware there are services but I'm not sure if I have one set up	147 10%	67 10%	65 9%	114 10%	109 10%	33 10%	39 9%	77 9%	60 10%	45 8%	23 9%
I was not previously aware of any screening services	330 22%	133 19%	139 19%	240 22%	228 22%	79 23%	71 17%	167 20%	108 18%	110 20%	68 27%
NET: Yes	622 42%	329 47%	336 47%	463 42%	440 42%	156 46%	193 47%	375 45%	274 47%	255 46%	92 37%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 85

Q9c. Are you registered with the Telephone Preference Service (TPS)?**Base: All with a landline**

	Age 1							Age 2				Age/Gender		Gender		Social Grade		Region							Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humb-erside	West Mid-lands	East-ern	London	South East	South West	Eng-land	Scot-land
Unweighted base	1456	162	172	203	266	521	132	334	469	521	132	330	323	741	715	795	661	129	98	144	154	200	190	128	1205	121
Weighted base	1492	150	174	201	270	554	143	324	471	554	143	339	359	745	747	832	660	152	116	133	153	189	196	138	1241	128
Yes	652 44%	23 15%	48 27%	65 32%	123 45%	321 58%	73 51%	70 22%	188 40%	321 58%	73 51%	190 56%	204 57%	329 44%	323 43%	378 45%	274 42%	72 47%	56 48%	41 31%	74 48%	68 36%	89 46%	65 47%	539 43%	54 42%
No	610 41%	80 53%	98 56%	93 46%	118 44%	168 30%	53 37%	178 55%	210 45%	168 30%	53 37%	108 32%	114 32%	305 41%	305 41%	320 38%	290 44%	55 36%	47 40%	67 50%	64 42%	88 46%	76 39%	50 36%	513 41%	55 43%
Don't know	230 15%	47 32%	28 16%	43 21%	30 11%	65 12%	16 12%	76 23%	73 15%	65 12%	16 12%	41 12%	40 11%	111 15%	119 16%	134 16%	96 14%	26 17%	13 12%	25 19%	14 9%	33 18%	30 16%	23 17%	189 15%	19 15%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 86

Q9c. Are you registered with the Telephone Preference Service (TPS)?**Base: All with a landline**

	Phone network						Mobile O/S		Landline provider					
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	1456	305	238	125	142	110	199	520	867	369	272	158	288	
Weighted base	1492	317	241	131	149	115	200	538	879	372	272	165	300	
Yes	652 44%	140 44%	94 39%	59 45%	49 33%	59 51%	93 47%	213 40%	410 47%	161 43%	116 43%	69 42%	133 44%	
No	610 41%	122 39%	115 48%	52 40%	76 51%	35 30%	77 39%	237 44%	335 38%	156 42%	113 42%	67 41%	117 39%	
Don't know	230 15%	55 17%	32 13%	20 16%	24 16%	21 18%	29 15%	87 16%	134 15%	56 15%	43 16%	29 18%	50 17%	

Ofcom Scams Survey
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Absolutes/col percents

Table 87

Q9c. Are you registered with the Telephone Preference Service (TPS)?

Base: All with a landline

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any	recorded	Any	Text	Voice	Recorded	Any	Voice	Recorded	
		voice	message								
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	1456	677	688	1083	1028	331	404	796	563	526	246
Weighted base	1492	702	718	1106	1055	344	414	832	587	552	249
Yes	652 44%	355 51%	353 49%	484 44%	461 44%	147 43%	192 46%	410 49%	305 52%	279 50%	93 37%
No	610 41%	255 36%	256 36%	443 40%	423 40%	145 42%	159 39%	293 35%	198 34%	188 34%	124 50%
Don't know	230 15%	92 13%	109 15%	178 16%	171 16%	51 15%	62 15%	129 15%	84 14%	86 16%	32 13%

Ofcom Scams Survey
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Absolutes/col percents

Table 88

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Summary
Base: All with a mobile

	<u>Text messages</u>	<u>Calls</u>
Unweighted base	2040	2040
Weighted base	2036	2036
Yes, I am aware these services exist	502 25%	641 32%
No, I was not previously aware these services exist	1182 58%	1078 53%
Not sure	352 17%	316 16%

Ofcom Scams Survey
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Absolutes/col percents

Table 89

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Text messages**Base: All with a mobile**

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region								Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171	
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175	
Yes, I am aware these services exist	502 25%	60 27%	104 29%	96 29%	76 21%	136 21%	31 23%	164 28%	172 25%	136 21%	31 23%	35 42%	20 18%	96 25%	71 18%	296 30%	206 20%	265 23%	237 26%	58 26%	32 19%	37 21%	28 19%	45 24%	86 32%	71 26%	35 20%	417 24%	23 23%	49 28%	
No, I was not previously aware these services exist	1182 58%	124 55%	193 55%	171 52%	217 62%	396 62%	80 59%	317 55%	388 57%	396 62%	80 59%	32 39%	74 66%	219 58%	258 65%	531 54%	650 62%	668 59%	514 57%	121 53%	101 61%	106 60%	93 63%	109 59%	136 50%	160 58%	119 69%	989 58%	65 66%	94 53%	
Not sure	352 17%	39 18%	57 16%	62 19%	60 17%	109 17%	25 18%	97 17%	122 18%	109 17%	25 18%	15 19%	19 17%	64 17%	70 18%	161 16%	191 18%	203 18%	150 17%	47 21%	33 20%	32 18%	27 18%	31 17%	48 18%	43 16%	18 10%	298 17%	10 10%	33 19%	

Ofcom Scams Survey
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Absolutes/col percents

Table 90

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Text messages**Base: All with a mobile**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278	
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288	
Yes, I am aware these services exist	502 25%	113 25%	26 21%	82 24%	27 25%	33 18%	57 26%	35 26%	87 29%	30 22%	176 23%	318 26%	81 22%	62 23%	29 19%	60 21%	
No, I was not previously aware these services exist	1182 58%	264 59%	64 52%	195 58%	58 55%	115 64%	122 57%	78 57%	171 57%	80 60%	482 62%	681 56%	211 58%	148 56%	97 62%	177 62%	
Not sure	352 17%	71 16%	33 27%	59 17%	20 19%	31 17%	36 17%	25 18%	43 14%	24 18%	119 15%	218 18%	72 20%	56 21%	31 20%	51 18%	

Ofcom Scams Survey
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Absolutes/col percents

Table 91

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Text messages

Base: All with a mobile

	Experience of suspicious texts/ calls											None
	Total	Any voice call	Any recorded message	Mobile				Landline				
				Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329	
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324	
Yes, I am aware these services exist	502 25%	219 26%	234 26%	416 26%	398 26%	158 32%	181 28%	199 25%	135 24%	111 21%	70 22%	
No, I was not previously aware these services exist	1182 58%	471 57%	515 56%	912 57%	856 56%	259 52%	342 54%	454 57%	327 58%	323 61%	204 63%	
Not sure	352 17%	139 17%	169 18%	278 17%	262 17%	80 16%	112 18%	149 19%	99 18%	97 18%	49 15%	

Ofcom Scams Survey
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Absolutes/col percents

Table 92

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Calls**Base: All with a mobile**

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humber	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171			
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175			
Yes, I am aware these services exist	641 32%	71 32%	119 33%	116 35%	106 30%	188 29%	42 31%	189 33%	222 33%	188 29%	42 31%	36 44%	29 26%	123 32%	108 27%	365 37%	277 26%	352 31%	290 32%	74 33%	51 31%	50 28%	35 24%	56 30%	104 39%	84 31%	49 28%	532 31%	32 33%	60 34%			
No, I was not previously aware these services exist	1078 53%	118 53%	185 52%	159 48%	190 54%	351 55%	76 56%	303 52%	348 51%	351 55%	76 56%	33 39%	68 60%	201 53%	226 57%	484 49%	594 57%	603 53%	475 53%	113 50%	91 55%	97 56%	90 61%	103 55%	126 47%	143 52%	100 58%	903 53%	57 58%	86 49%			
Not sure	316 16%	34 15%	51 14%	55 17%	56 16%	102 16%	18 13%	85 15%	111 16%	102 16%	18 13%	14 17%	16 14%	55 14%	66 16%	140 14%	177 17%	181 16%	135 15%	38 17%	24 15%	28 16%	23 16%	28 15%	40 15%	48 17%	23 13%	270 16%	9 9%	29 17%			

Ofcom Scams Survey
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Absolutes/col percents

Table 93

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Calls**Base: All with a mobile**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278	
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288	
Yes, I am aware these services exist	641 32%	137 31%	37 30%	102 30%	43 41%	47 26%	65 30%	54 39%	106 35%	34 25%	215 28%	417 34%	110 30%	80 30%	40 25%	87 30%	
No, I was not previously aware these services exist	1078 53%	244 54%	56 46%	184 55%	47 45%	102 57%	114 53%	60 44%	154 51%	82 61%	447 57%	616 51%	187 52%	141 53%	92 59%	153 53%	
Not sure	316 16%	67 15%	29 24%	49 15%	14 14%	30 17%	36 17%	23 17%	42 14%	19 14%	115 15%	185 15%	66 18%	45 17%	26 16%	47 16%	

Ofcom Scams Survey
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Absolutes/col percents

Table 94

Q10. Are you aware of any services you can install on your mobile phone to help you identify whether texts/calls you receive are possibly suspicious? - Calls
Base: All with a mobile

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
Yes, I am aware these services exist	641 32%	277 33%	299 33%	524 33%	495 33%	186 37%	214 34%	251 31%	173 31%	149 28%	91 28%
No, I was not previously aware these services exist	1078 53%	429 52%	473 51%	833 52%	787 52%	237 48%	320 50%	420 52%	300 53%	297 56%	189 58%
Not sure	316 16%	123 15%	147 16%	249 16%	234 15%	74 15%	101 16%	131 16%	88 16%	84 16%	44 14%

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Absolutes/col percents

Table 95

Q11a. Do you have a service on your mobile that helps you identify whether texts you receive are possibly suspicious?**Base: All with a mobile phone**

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land			
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171			
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175			
Yes, I installed the app myself	157 8%	31 14%	32 9%	34 10%	23 6%	30 5%	7 5%	63 11%	57 8%	30 5%	7 5%	22 26%	8 7%	20 5%	18 4%	103 10%	54 5%	85 8%	72 8%	9 4%	5 3%	12 7%	14 9%	9 5%	42 16%	17 6%	7 4%	125 7%	7 8%	20 11%			
Yes, the software was installed on my mobile when I bought it	241 12%	19 9%	43 12%	41 13%	51 14%	78 12%	9 6%	63 11%	92 14%	78 12%	9 6%	6 7%	11 10%	44 12%	42 11%	120 12%	121 12%	135 12%	106 12%	35 16%	18 11%	20 11%	13 9%	23 12%	32 12%	27 10%	18 10%	196 12%	12 12%	23 13%			
Not sure	391 19%	43 19%	56 16%	56 17%	61 17%	143 22%	31 23%	99 17%	117 17%	143 22%	31 23%	14 17%	24 21%	91 24%	83 21%	180 18%	211 20%	209 18%	182 20%	44 19%	34 21%	40 23%	37 25%	26 14%	49 18%	59 21%	23 14%	329 19%	12 13%	39 22%			
No	1247 61%	130 58%	222 63%	198 60%	218 62%	390 61%	89 65%	352 61%	416 61%	390 61%	89 65%	41 50%	69 62%	223 59%	256 64%	585 59%	662 63%	706 62%	540 60%	138 61%	108 65%	103 59%	85 57%	129 69%	146 54%	172 63%	124 72%	1054 62%	66 67%	94 53%			
NET: Yes	398 20%	50 23%	76 21%	75 23%	74 21%	108 17%	16 12%	126 22%	149 22%	108 17%	16 12%	28 34%	19 17%	64 17%	60 15%	224 23%	175 17%	220 19%	179 20%	44 19%	24 14%	32 18%	26 18%	31 17%	74 27%	44 16%	25 14%	322 19%	19 20%	43 25%			

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Absolutes/col percents

Table 96

Q11a. Do you have a service on your mobile that helps you identify whether texts you receive are possibly suspicious?

Base: All with a mobile phone

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288
Yes, I installed the app myself	157 8%	41 9%	4 3%	26 8%	7 7%	14 8%	13 6%	6 4%	37 12%	8 6%	63 8%	93 8%	26 7%	21 8%	12 8%	26 9%
Yes, the software was installed on my mobile when I bought it	241 12%	54 12%	20 16%	37 11%	18 17%	19 11%	24 11%	12 9%	27 9%	19 14%	39 5%	201 17%	36 10%	31 12%	14 9%	38 13%
Not sure	391 19%	95 21%	29 24%	59 18%	18 17%	27 15%	33 15%	33 24%	65 22%	19 14%	141 18%	235 19%	85 23%	49 18%	24 16%	56 19%
No	1247 61%	257 57%	69 57%	212 63%	61 58%	118 66%	145 67%	87 63%	173 57%	89 66%	535 69%	689 57%	217 60%	165 62%	107 68%	168 58%
NET: Yes	398 20%	96 21%	24 19%	63 19%	26 24%	33 19%	37 17%	18 13%	63 21%	27 20%	102 13%	293 24%	62 17%	52 20%	26 16%	64 22%

Ofcom Scams Survey
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Absolutes/col percents

Table 97

Q11a. Do you have a service on your mobile that helps you identify whether texts you receive are possibly suspicious?

Base: All with a mobile phone

	Experience of suspicious texts/ calls											
	Total	Any voice call	Any recorded message	Mobile				Landline				
				Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
	Total										None	
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329	
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324	
Yes, I installed the app myself	157 8%	83 10%	81 9%	138 9%	128 8%	66 13%	58 9%	79 10%	48 9%	49 9%	16 5%	
Yes, the software was installed on my mobile when I bought it	241 12%	102 12%	129 14%	217 14%	212 14%	69 14%	96 15%	95 12%	64 11%	70 13%	18 5%	
Not sure	391 19%	166 20%	173 19%	307 19%	291 19%	105 21%	128 20%	170 21%	120 21%	97 18%	67 21%	
No	1247 61%	479 58%	535 58%	944 59%	886 58%	258 52%	354 56%	457 57%	328 59%	315 59%	223 69%	
NET: Yes	398 20%	185 22%	211 23%	355 22%	340 22%	135 27%	154 24%	174 22%	112 20%	119 22%	34 10%	

Ofcom Scams Survey

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Absolutes/col percents

Table 98

Q11b. Do you have a service on your mobile that helps you identify whether incoming calls are possibly suspicious?**Base: All with a mobile phone**

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171			
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175			
Yes, I installed the app myself	171 8%	32 15%	38 11%	37 11%	24 7%	31 5%	8 6%	71 12%	61 9%	31 5%	8 6%	22 26%	10 9%	21 6%	18 5%	110 11%	61 6%	93 8%	78 9%	9 4%	7 4%	13 8%	12 8%	10 5%	52 19%	18 7%	5 3%	135 8%	10 11%	24 14%			
Yes, the software was installed on my mobile when I bought it	329 16%	29 13%	58 16%	66 20%	68 19%	99 15%	9 7%	86 15%	134 20%	99 15%	9 7%	9 11%	16 14%	52 14%	56 14%	151 15%	178 17%	172 15%	157 17%	42 19%	27 16%	25 14%	21 14%	32 17%	37 14%	44 16%	20 12%	261 15%	15 16%	37 21%			
Not sure	370 18%	32 15%	50 14%	56 17%	59 17%	142 22%	31 22%	82 14%	115 17%	142 22%	31 22%	12 15%	15 14%	86 23%	87 22%	175 18%	194 19%	201 18%	169 19%	40 18%	38 23%	39 22%	38 26%	33 18%	35 13%	45 16%	25 14%	312 18%	13 14%	33 19%			
No	1167 57%	130 58%	208 59%	170 52%	202 57%	368 57%	88 65%	338 59%	372 55%	368 57%	88 65%	40 48%	71 63%	219 58%	238 60%	552 56%	615 59%	669 59%	497 55%	135 60%	95 57%	97 55%	78 52%	111 60%	146 54%	168 61%	123 71%	996 58%	59 60%	82 47%			
NET: Yes	500 25%	61 27%	96 27%	103 31%	91 26%	131 20%	17 13%	157 27%	195 29%	131 20%	17 13%	31 37%	26 23%	73 19%	74 19%	261 26%	239 23%	265 23%	235 26%	51 22%	34 20%	39 22%	33 22%	41 22%	89 33%	62 23%	25 14%	396 23%	26 26%	60 34%			

Ofcom Scams Survey
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Absolutes/col percents

Table 99

Q11b. Do you have a service on your mobile that helps you identify whether incoming calls are possibly suspicious?

Base: All with a mobile phone

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288
Yes, I installed the app myself	171 8%	43 10%	5 4%	27 8%	7 7%	13 7%	14 7%	9 7%	41 14%	8 6%	72 9%	98 8%	28 8%	24 9%	13 8%	29 10%
Yes, the software was installed on my mobile when I bought it	329 16%	71 16%	21 18%	55 17%	21 20%	25 14%	43 20%	21 15%	43 14%	21 16%	40 5%	287 24%	46 13%	41 16%	15 9%	51 18%
Not sure	370 18%	91 20%	29 24%	58 17%	19 18%	25 14%	23 11%	23 17%	65 22%	26 19%	139 18%	217 18%	81 22%	52 20%	25 16%	46 16%
No	1167 57%	243 54%	67 55%	194 58%	57 55%	115 65%	136 63%	85 61%	152 51%	79 59%	527 68%	615 51%	209 58%	148 56%	104 66%	162 56%
NET: Yes	500 25%	114 25%	26 21%	83 25%	28 27%	38 21%	57 26%	30 22%	84 28%	29 22%	112 14%	385 32%	74 20%	66 25%	28 18%	80 28%

Ofcom Scams Survey
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Absolutes/col percents

Table 100

Q11b. Do you have a service on your mobile that helps you identify whether incoming calls are possibly suspicious?

Base: All with a mobile phone

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
Yes, I installed the app myself	171 8%	91 11%	89 10%	149 9%	135 9%	72 14%	60 9%	86 11%	52 9%	54 10%	17 5%
Yes, the software was installed on my mobile when I bought it	329 16%	130 16%	163 18%	292 18%	276 18%	91 18%	125 20%	109 14%	73 13%	79 15%	31 10%
Not sure	370 18%	163 20%	162 18%	290 18%	278 18%	100 20%	112 18%	167 21%	119 21%	96 18%	59 18%
No	1167 57%	445 54%	504 55%	875 55%	828 55%	234 47%	338 53%	440 55%	316 56%	302 57%	217 67%
NET: Yes	500 25%	221 27%	252 27%	440 27%	411 27%	163 33%	185 29%	195 24%	126 22%	133 25%	48 15%

Ofcom Scams Survey
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Absolutes/col percents

Table 101

Q12. What do you usually do when you see that an incoming call may be suspicious?**Base: All with a mobile screening service for calls**

	Age 1				Age 2			Gender		Social Grade		Nation
	Total	25-34	35-44	55-74	16-34	35-54	55-74	Male	Female	ABC1	C2DE	Eng-land
Unweighted base	514	105	104	126	175	197	126	264	250	265	249	410
Weighted base	500	96	103	131	157	195	131	261	239	265	235	396
Reject the call without answering it	322 64%	55 57%	70 68%	87 67%	92 59%	132 68%	87 67%	144 55%	178 74%	161 61%	160 68%	251 63%
Answer it and listen to it until I decide it is a suspicious call	131 26%	32 33%	26 25%	28 21%	53 34%	47 24%	28 21%	85 33%	45 19%	73 28%	57 24%	107 27%
Listen to the message all the way through	11 2%	2 2%	2 2%	2 2%	4 3%	3 2%	2 2%	9 4%	2 1%	10 4%	1 *	9 2%
Something else	36 7%	7 8%	5 5%	14 11%	7 5%	12 6%	14 11%	22 8%	14 6%	20 8%	16 7%	28 7%

Ofcom Scams Survey
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Absolutes/col percents

Table 102

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls

	Total	Phone network	Mobile O/S	
		EE/BT Mobile	Apple / iPhone	Other
Unweighted base	514	118	110	401
Weighted base	500	114	112	385
Reject the call without answering it	322 64%	82 72%	65 58%	255 66%
Answer it and listen to it until I decide it is a suspicious call	131 26%	23 20%	40 36%	89 23%
Listen to the message all the way through	11 2%	3 2%	4 4%	7 2%
Something else	36 7%	6 6%	2 2%	34 9%

Ofcom Scams Survey
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Absolutes/col percents

Table 103

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls

	Experience of suspicious texts/ calls			Mobile				Landline		
	Total	Any		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		voice call	recorded message							
Unweighted base	514	228	252	455	425	166	193	197	131	131
Weighted base	500	221	252	440	411	163	185	195	126	133
Reject the call without answering it	322 64%	130 59%	151 60%	280 64%	259 63%	94 58%	111 60%	116 60%	75 60%	79 60%
Answer it and listen to it until I decide it is a suspicious call	131 26%	71 32%	79 31%	120 27%	113 27%	58 36%	58 31%	59 30%	35 28%	41 31%
Listen to the message all the way through	11 2%	6 3%	11 4%	9 2%	8 2%	2 1%	7 4%	10 5%	6 5%	7 6%
Something else	36 7%	12 6%	11 4%	31 7%	31 7%	9 5%	9 5%	10 5%	8 7%	5 4%

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Absolutes/col percents

Table 104

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed by themselves

	<u>Gender</u>		<u>Nation</u>
	<u>Total</u>	<u>Male</u>	<u>Eng-land</u>
Unweighted base	178	115	144
Weighted base	171	110	135
Reject the call without answering it	105 61%	57 52%	80 60%
Answer it and listen to it until I decide it is a suspicious call	53 31%	40 36%	44 33%
Listen to the message all the way through	7 4%	7 6%	5 4%
Something else	6 4%	6 6%	5 3%

Ofcom Scams Survey
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Absolutes/col percents

Table 105

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed by themselves

	Mobile O/S	
	<u>Total</u>	<u>Other</u>
Unweighted base	178	106
Weighted base	171	98
Reject the call without answering it	105 61%	66 68%
Answer it and listen to it until I decide it is a suspicious call	53 31%	24 24%
Listen to the message all the way through	7 4%	3 3%
Something else	6 4%	4 5%

Ofcom Scams Survey
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Absolutes/col percents

Table 106

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed by themselves

	Mobile		
	Total	Any mobile	Text
Unweighted base	178	157	143
Weighted base	171	149	135
Reject the call without answering it	105 61%	91 61%	81 60%
Answer it and listen to it until I decide it is a suspicious call	53 31%	45 31%	42 31%
Listen to the message all the way through	7 4%	5 4%	5 4%
Something else	6 4%	6 4%	6 5%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 107

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed when the mobile was bought

	<u>Age 2</u>		<u>Gender</u>		<u>Social Grade</u>		<u>Nation</u>
	<u>Total</u>	<u>35-54</u>	<u>Male</u>	<u>Female</u>	<u>ABC1</u>	<u>C2DE</u>	<u>Eng-land</u>
Unweighted base	336	136	149	187	170	166	266
Weighted base	329	134	151	178	172	157	261
Reject the call without answering it	217 66%	94 70%	88 58%	130 73%	110 64%	107 68%	171 66%
Answer it and listen to it until I decide it is a suspicious call	78 24%	29 22%	46 30%	32 18%	41 24%	37 23%	63 24%
Listen to the message all the way through	4 1%	- -	2 2%	2 1%	4 2%	- -	4 2%
Something else	30 9%	11 8%	15 10%	14 8%	17 10%	13 8%	23 9%

Ofcom Scams Survey
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Absolutes/col percents

Table 108

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed when the mobile was bought

	Mobile O/S	
	<u>Total</u>	<u>Other</u>
Unweighted base	336	295
Weighted base	329	287
Reject the call without answering it	217 66%	189 66%
Answer it and listen to it until I decide it is a suspicious call	78 24%	65 23%
Listen to the message all the way through	4 1%	4 1%
Something else	30 9%	30 10%

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Table 109

Q12. What do you usually do when you see that an incoming call may be suspicious?

Base: All with a mobile screening service for calls installed when the mobile was bought

	Experience of suspicious texts/ calls			Mobile			Landline
	Total		Any recorded message	Any mobile		Recorded message	Any landline
	Total	Any voice call		Text			
Unweighted base	336	136	162	298	282	129	112
Weighted base	329	130	163	292	276	125	109
Reject the call without answering it	217 66%	85 65%	106 65%	189 65%	178 65%	77 61%	72 66%
Answer it and listen to it until I decide it is a suspicious call	78 24%	35 27%	43 27%	75 26%	71 26%	37 29%	27 24%
Listen to the message all the way through	4 1%	1 1%	4 2%	4 1%	3 1%	4 3%	3 2%
Something else	30 9%	8 6%	9 6%	24 8%	24 9%	8 6%	8 7%

Ofcom Scams Survey

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Absolutes/col percents

Table 110

Q13a. Do you know how to report a text message or call to your mobile that you suspect is suspicious?**Base: All with a mobile phone**

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171			
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175			
No	1379 68%	158 71%	233 66%	211 64%	243 69%	445 69%	88 65%	391 68%	454 67%	445 69%	88 65%	54 65%	84 74%	260 69%	274 69%	642 65%	737 70%	764 67%	615 68%	149 66%	117 70%	126 72%	96 64%	122 66%	164 61%	193 70%	125 72%	1145 67%	70 72%	123 70%			
Yes, report it to your mobile network operator (e.g., Vodafone, O2)	376 18%	38 17%	79 22%	64 19%	62 18%	105 16%	28 21%	117 20%	126 19%	105 16%	28 21%	18 22%	19 17%	60 16%	73 18%	196 20%	180 17%	208 18%	169 19%	34 15%	33 20%	28 16%	28 19%	35 19%	63 23%	53 19%	27 16%	318 19%	18 19%	29 17%			
Yes, report it to a special text number	168 8%	13 6%	21 6%	37 11%	29 8%	58 9%	10 7%	34 6%	66 10%	58 9%	10 7%	8 10%	3 3%	31 8%	36 9%	89 9%	78 7%	98 9%	69 8%	27 12%	7 4%	15 8%	12 8%	16 9%	26 10%	18 7%	13 7%	144 8%	7 7%	11 6%			
Yes, report it somewhere else	113 6%	13 6%	22 6%	17 5%	18 5%	34 5%	10 7%	35 6%	35 5%	34 5%	10 7%	3 3%	6 6%	27 7%	16 4%	61 6%	53 5%	65 6%	48 5%	16 7%	9 6%	6 3%	14 9%	12 6%	17 6%	10 4%	9 5%	98 6%	3 3%	12 7%			
NET: Yes	657 32%	64 29%	122 34%	118 36%	109 31%	196 31%	48 35%	186 32%	227 33%	196 31%	48 35%	29 26%	29 26%	119 31%	125 31%	346 35%	311 30%	371 33%	286 32%	77 34%	49 30%	49 28%	53 36%	64 34%	106 39%	82 30%	48 28%	560 33%	28 28%	52 30%			

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Absolutes/col percents

Table 111

Q13a. Do you know how to report a text message or call to your mobile that you suspect is suspicious?

Base: All with a mobile phone

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278	
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288	
No	1379 68%	287 64%	78 64%	225 67%	72 69%	133 74%	145 67%	94 68%	196 65%	104 78%	541 70%	811 67%	228 63%	173 65%	101 64%	197 68%	
Yes, report it to your mobile network operator (e.g., Vodafone, O2)	376 18%	76 17%	15 12%	72 21%	22 22%	31 17%	37 17%	23 17%	76 25%	17 13%	138 18%	231 19%	72 20%	66 25%	32 21%	53 18%	
Yes, report it to a special text number	168 8%	53 12%	14 11%	25 7%	7 6%	9 5%	24 11%	9 7%	15 5%	9 6%	58 7%	106 9%	44 12%	16 6%	16 10%	25 9%	
Yes, report it somewhere else	113 6%	32 7%	15 12%	13 4%	3 3%	6 3%	10 5%	11 8%	14 5%	4 3%	40 5%	69 6%	19 5%	11 4%	8 5%	13 5%	
NET: Yes	657 32%	161 36%	44 36%	110 33%	32 31%	46 26%	71 33%	43 32%	105 35%	30 22%	237 30%	406 33%	136 37%	93 35%	56 36%	91 32%	

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Absolutes/col percents

Table 112

Q13a. Do you know how to report a text message or call to your mobile that you suspect is suspicious?**Base: All with a mobile phone**

	Experience of suspicious texts/ calls										
	Total	Any voice call	Any recorded message	Mobile			Landline			None	
				Any mobile	Text	Voice call	Recorded message	Any landline	Voice call		Recorded message
	Total										
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
No	1379 68%	523 63%	582 63%	1055 66%	989 65%	306 62%	389 61%	511 64%	352 63%	340 64%	246 76%
Yes, report it to your mobile network operator (e.g., Vodafone, O2)	376 18%	180 22%	195 21%	311 19%	298 20%	114 23%	138 22%	166 21%	115 21%	111 21%	51 16%
Yes, report it to a special text number	168 8%	84 10%	86 9%	144 9%	138 9%	52 11%	67 10%	87 11%	66 12%	54 10%	14 4%
Yes, report it somewhere else	113 6%	43 5%	55 6%	95 6%	91 6%	25 5%	41 7%	38 5%	27 5%	25 5%	13 4%
NET: Yes	657 32%	306 37%	336 37%	551 34%	527 35%	191 38%	246 39%	291 36%	208 37%	190 36%	78 24%

Ofcom Scams Survey

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Absolutes/col percents

Table 113

Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?**Base: All who have not spontaneously mentioned 7726**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	1983	253	350	322	342	591	125	603	664	591	125	104	120	365	351	978	1005	1083	900	197	142	191	142	188	287	265	158	1651	100	168		
Weighted base	1978	221	347	320	342	613	134	568	663	613	134	83	112	369	379	965	1013	1102	877	220	161	170	144	180	259	269	168	1654	95	173		
Yes, have heard of 7726	120 6%	26 12%	30 9%	23 7%	14 4%	19 3%	8 6%	56 10%	37 6%	19 3%	8 6%	16 19%	9 8%	14 4%	13 3%	66 7%	54 5%	76 7%	44 5%	13 6%	3 2%	11 6%	4 3%	9 5%	47 18%	15 6%	2 1%	105 6%	9 9%	3 2%		
I knew there was a number but was not aware that it was 7726	251 13%	39 18%	44 13%	43 13%	36 10%	65 11%	25 19%	83 15%	78 12%	65 11%	25 19%	21 26%	16 14%	48 13%	42 11%	150 16%	102 10%	152 14%	99 11%	35 16%	14 9%	21 12%	12 9%	20 11%	47 18%	32 12%	19 11%	211 13%	11 12%	21 12%		
No	1607 81%	156 70%	273 79%	255 80%	293 85%	530 86%	100 75%	429 76%	547 83%	530 86%	100 75%	45 55%	87 77%	307 83%	324 85%	749 78%	858 85%	874 79%	733 84%	171 78%	144 89%	139 82%	128 89%	151 84%	166 64%	222 82%	146 87%	1338 81%	75 79%	148 86%		

Ofcom Scams Survey
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Absolutes/col percents

Table 114

Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?**Base: All who have not spontaneously mentioned 7726**

	Total	Phone network									Mobile O/S		Landline provider				
		EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	1983	419	125	326	110	172	208	134	300	129	747	1197	344	262	148	267	
Weighted base	1978	426	118	324	102	177	210	132	298	131	757	1180	347	262	154	276	
Yes, have heard of 7726	120 6%	25 6%	9 7%	28 9%	2 2%	5 3%	10 5%	9 7%	21 7%	8 6%	56 7%	62 5%	28 8%	17 7%	3 2%	20 7%	
I knew there was a number but was not aware that it was 7726	251 13%	50 12%	14 12%	41 13%	12 12%	19 11%	33 16%	14 11%	47 16%	13 10%	99 13%	148 13%	49 14%	30 11%	29 19%	32 12%	
No	1607 81%	351 82%	96 81%	256 79%	89 87%	153 86%	167 80%	110 83%	229 77%	110 84%	602 79%	970 82%	270 78%	215 82%	121 79%	223 81%	

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Absolutes/col percents

Table 115

Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?

Base: All who have not spontaneously mentioned 7726

	Experience of suspicious texts/ calls											None
	Total	Any voice call	Any recorded message	Mobile				Landline				
				Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base	1983	791	861	1558	1467	479	607	743	521	485	328	
Weighted base	1978	799	882	1552	1465	481	609	774	540	510	323	
Yes, have heard of 7726	120 6%	75 9%	67 8%	108 7%	102 7%	55 11%	47 8%	66 9%	46 9%	43 8%	10 3%	
I knew there was a number but was not aware that it was 7726	251 13%	105 13%	116 13%	202 13%	186 13%	68 14%	89 15%	103 13%	76 14%	57 11%	41 13%	
No	1607 81%	620 78%	698 79%	1242 80%	1177 80%	359 75%	472 78%	605 78%	418 77%	410 80%	272 84%	

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Absolutes/col percents

Table 116

Q13b/Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?**Base: All with a mobile phone**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171	
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175	
Yes, have heard of 7726	178 9%	28 13%	37 10%	32 10%	24 7%	46 7%	10 8%	65 11%	56 8%	46 7%	10 8%	16 19%	10 9%	24 6%	33 8%	89 9%	89 8%	110 10%	68 8%	19 8%	8 5%	15 9%	9 6%	15 8%	57 21%	21 8%	7 4%	155 9%	12 12%	6 3%	
I knew there was a number but was not aware that it was 7726	251 12%	39 18%	44 12%	43 13%	36 10%	65 10%	25 19%	83 14%	78 11%	65 10%	25 19%	21 26%	16 14%	48 13%	42 11%	150 15%	102 10%	152 13%	99 11%	35 16%	14 9%	21 12%	12 8%	20 11%	47 17%	32 12%	19 11%	211 12%	11 11%	21 12%	
No	1607 79%	156 70%	273 77%	255 77%	293 83%	530 83%	100 74%	429 74%	547 80%	530 83%	100 74%	45 55%	87 77%	307 81%	324 81%	749 76%	858 82%	874 77%	733 81%	171 76%	144 87%	139 80%	128 86%	151 81%	166 61%	222 81%	146 85%	1338 78%	75 77%	148 84%	

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Absolutes/col percents

Table 117

Q13b/Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?**Base: All with a mobile phone**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278	
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288	
Yes, have heard of 7726	178 9%	47 10%	13 10%	39 12%	4 4%	6 4%	15 7%	14 10%	24 8%	12 9%	77 10%	99 8%	45 12%	22 8%	7 4%	32 11%	
I knew there was a number but was not aware that it was 7726	251 12%	50 11%	14 11%	41 12%	12 12%	19 11%	33 15%	14 10%	47 16%	13 10%	99 13%	148 12%	49 14%	30 11%	29 18%	32 11%	
No	1607 79%	351 78%	96 78%	256 76%	89 85%	153 86%	167 78%	110 80%	229 76%	110 82%	602 77%	970 80%	270 74%	215 81%	121 77%	223 78%	

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Absolutes/col percents

Table 118

Q13b/Q14a. Have you heard of the special text number [7726] that you can use to report a suspected suspicious text or call?

Base: All with a mobile phone

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
Yes, have heard of 7726	178 9%	105 13%	104 11%	161 10%	153 10%	71 14%	74 12%	94 12%	67 12%	63 12%	11 3%
I knew there was a number but was not aware that it was 7726	251 12%	105 13%	116 13%	202 13%	186 12%	68 14%	89 14%	103 13%	76 13%	57 11%	41 13%
No	1607 79%	620 75%	698 76%	1242 77%	1177 78%	359 72%	472 74%	605 75%	418 75%	410 77%	272 84%

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Absolutes/col percents

Table 119

Q14b. Have you ever reported a text or call using the 7726 number?**Base: All who are aware of 7726**

	Social Grade		Nation Eng- land
	Total	ABC1	
Unweighted base	174	107	152
Weighted base	178	110	155
Yes	118 67%	72 66%	98 63%
No	53 30%	34 31%	51 33%
Not sure	7 4%	4 3%	7 4%

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Absolutes/col percents

Table 120

Q14b. Have you ever reported a text or call using the 7726 number?

Base: All who are aware of 7726

	<u>Total</u>
Unweighted base	174
Weighted base	178
Yes	118 67%
No	53 30%
Not sure	7 4%

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Absolutes/col percents

Table 121

Q14b. Have you ever reported a text or call using the 7726 number?**Base: All who are aware of 7726**

	Experience of suspicious texts/ calls			Mobile	
	Total		Any recorded message	Any mobile	Text
	Total	Any voice call			
Unweighted base	174	99	100	159	151
Weighted base	178	105	104	161	153
Yes	118 67%	67 64%	74 71%	112 69%	108 71%
No	53 30%	33 32%	27 26%	45 28%	40 26%
Not sure	7 4%	4 4%	3 3%	5 3%	5 3%

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Absolutes/col percents

Table 122

Q14c. How easy did you find the process of reporting the suspicious text/call using the 7726 number?**Base: All who have reported to 7726**

	<u>Total</u>
Unweighted base	115
Weighted base	118
10 - Very easy	49 41%
9	22 18%
8	29 24%
7	11 9%
6	4 3%
5	1 1%
4	1 1%
3	2 1%
2	- -
1 - not at all easy	- -
Don't know	1 *
8-10	99 84%
5-7	15 13%
1-4	3 2%
Mean	8.73
Standard deviation	1.45
Standard error	0.14

Prepared by Yonder

.YONDER

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Absolutes/col percents

Table 123

Q14c. How easy did you find the process of reporting the suspicious text/call using the 7726 number?**Base: All who have reported to 7726**

	<u>Total</u>
Unweighted base	115
Weighted base	118
10 - Very easy	49 41%
9	22 18%
8	29 24%
7	11 9%
6	4 3%
5	1 1%
4	1 1%
3	2 1%
2	- -
1 - not at all easy	- -
Don't know	1 *
8-10	99 84%
5-7	15 13%
1-4	3 2%
Mean	8.73
Standard deviation	1.45
Standard error	0.14

Prepared by Yonder

.YONDER

Ofcom Scams Survey
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Absolutes/col percents

Table 124

Q14c. How easy did you find the process of reporting the suspicious text/call using the 7726 number?

Base: All who have reported to 7726

	Total	Mobile	
		Any mobile	Text
Unweighted base	115	110	107
Weighted base	118	112	108
10 - Very easy	49 41%	48 43%	48 44%
9	22 18%	20 18%	18 17%
8	29 24%	25 22%	24 22%
7	11 9%	11 10%	11 10%
6	4 3%	4 4%	4 4%
5	1 1%	1 1%	1 1%
4	1 1%	1 1%	1 1%
3	2 1%	2 1%	2 1%
2	- -	- -	- -
1 - not at all easy	- -	- -	- -
Don't know	1 *	1 1%	1 1%
8-10	99 84%	93 83%	90 83%
5-7	15 13%	15 14%	15 14%
1-4	3 2%	3 2%	3 3%
Mean	8.73	8.74	8.74

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Absolutes/col percents

Table 124

Q14c. How easy did you find the process of reporting the suspicious text/call using the 7726 number?

Base: All who have reported to 7726

	Total	Mobile	
		Any mobile	Text
Weighted base	118	112	108
Standard deviation	1.45	1.48	1.50
Standard error	0.14	0.14	0.15

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Absolutes/col percents

Table 125

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?**Base: All who were previously unaware of 7726**

	Age 1							Age 2				Age/Gender			Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Scot- land		
Unweighted base	1866	224	321	301	329	574	117	545	630	574	117	111	351	340	910	956	1008	858	186	139	179	138	181	237	252	156	1548	165		
Weighted base	1858	195	317	297	328	595	126	512	626	595	126	102	355	366	899	959	1026	832	207	158	159	140	171	212	254	165	1549	169		
10 - Very likely	549 30%	48 25%	70 22%	81 27%	102 31%	203 34%	45 36%	118 23%	182 29%	203 34%	45 36%	31 30%	109 31%	139 38%	235 26%	314 33%	285 28%	264 32%	66 32%	48 31%	45 28%	30 22%	49 29%	63 29%	80 32%	30 18%	448 29%	53 32%		
9	209 11%	20 10%	21 7%	33 11%	41 13%	73 12%	22 17%	40 8%	74 12%	73 12%	22 17%	10 10%	51 14%	44 12%	103 11%	106 11%	112 11%	97 12%	18 8%	13 9%	19 12%	18 13%	21 12%	19 9%	32 13%	28 17%	175 11%	21 12%		
8	299 16%	25 13%	64 20%	52 18%	48 15%	93 16%	17 14%	88 17%	100 16%	93 16%	17 14%	15 14%	52 15%	58 16%	139 15%	161 17%	163 16%	136 16%	42 21%	33 21%	22 14%	20 14%	30 17%	33 16%	30 12%	31 18%	252 16%	27 16%		
7	244 13%	34 18%	59 18%	43 14%	39 12%	62 10%	8 6%	93 18%	82 13%	62 10%	8 6%	15 14%	40 11%	30 8%	129 14%	115 12%	141 14%	103 12%	30 14%	16 10%	26 16%	21 15%	13 8%	36 17%	33 13%	20 12%	204 13%	26 15%		
6	131 7%	15 8%	29 9%	27 9%	26 8%	30 5%	3 2%	44 9%	53 8%	30 5%	3 2%	8 7%	15 4%	18 5%	61 7%	70 7%	79 8%	51 6%	10 5%	11 7%	7 4%	11 8%	12 7%	16 7%	19 7%	16 10%	105 7%	16 10%		
5	124 7%	19 10%	20 6%	15 5%	24 7%	37 6%	9 7%	38 7%	40 6%	37 6%	9 7%	8 8%	23 7%	23 6%	71 8%	53 5%	73 7%	51 6%	10 5%	18 11%	12 7%	12 9%	14 8%	12 5%	14 6%	11 7%	108 7%	6 4%		
4	44 2%	7 4%	12 4%	5 2%	4 1%	11 2%	5 4%	19 4%	9 1%	11 2%	5 4%	3 3%	10 3%	5 1%	27 3%	17 2%	29 3%	15 2%	8 4%	1 1%	3 2%	4 3%	4 2%	7 3%	7 3%	2 1%	35 2%	6 3%		
3	41 2%	4 2%	8 3%	9 3%	6 2%	11 2%	2 2%	13 2%	15 2%	11 2%	2 2%	1 1%	8 2%	6 2%	23 3%	18 2%	28 3%	13 2%	1 1%	3 2%	1 1%	6 4%	5 3%	6 3%	3 1%	4 2%	33 2%	4 3%		
2	47 3%	3 2%	11 3%	7 2%	8 3%	16 3%	1 1%	14 3%	15 2%	16 3%	1 1%	13 1%	4 4%	4 1%	33 4%	13 1%	26 3%	21 2%	5 2%	5 3%	7 4%	- -	4 2%	3 1%	7 3%	9 5%	41 3%	3 2%		
1 - not at all likely	48 3%	5 2%	8 2%	5 2%	13 4%	15 2%	3 2%	12 2%	18 3%	15 2%	3 2%	2 2%	12 3%	6 2%	34 4%	14 1%	23 2%	25 3%	4 2%	1 1%	4 2%	6 5%	8 5%	5 2%	5 2%	8 5%	43 3%	1 *		
Don't know	123 7%	15 8%	16 5%	20 7%	18 6%	43 7%	11 9%	31 6%	38 6%	43 7%	11 9%	9 9%	21 6%	33 9%	43 5%	80 8%	67 6%	56 7%	13 6%	8 5%	14 9%	10 7%	12 7%	14 7%	23 9%	7 4%	105 7%	6 3%		
8-10	1058 57%	92 47%	155 49%	166 56%	191 58%	369 62%	84 67%	247 48%	357 57%	369 62%	84 67%	56 55%	212 60%	242 66%	477 53%	581 61%	560 55%	498 60%	126 61%	95 60%	86 54%	69 49%	99 58%	115 54%	142 56%	89 54%	875 56%	102 60%		
5-7	498 27%	68 35%	107 34%	86 29%	89 27%	129 22%	20 16%	175 34%	175 28%	129 22%	20 16%	30 29%	78 22%	71 19%	261 29%	237 25%	294 29%	205 25%	50 24%	45 28%	45 28%	45 32%	39 23%	63 30%	67 26%	47 29%	418 27%	48 28%		

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Absolutes/col percents

Table 125

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Age 1							Age 2				Age/Gender			Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Scot- land		
Weighted base	1858	195	317	297	328	595	126	512	626	595	126	102	355	366	899	959	1026	832	207	158	159	140	171	212	254	165	1549	169		
1-4	179 10%	20 10%	39 12%	26 9%	31 9%	54 9%	11 8%	59 11%	56 9%	54 9%	11 8%	7 7%	43 12%	21 6%	118 13%	61 6%	106 10%	74 9%	18 9%	10 6%	15 9%	17 12%	21 12%	20 10%	22 9%	22 13%	151 10%	14 8%		
Mean	7.67	7.39	7.26	7.67	7.67	7.90	8.14	7.31	7.67	7.90	8.14	7.78	7.66	8.21	7.35	7.99	7.57	7.80	7.86	7.75	7.65	7.28	7.49	7.67	7.82	7.17	7.64	7.90		
Standard deviation	2.38	2.35	2.35	2.26	2.48	2.40	2.31	2.35	2.38	2.40	2.31	2.26	2.56	2.16	2.56	2.16	2.38	2.39	2.25	2.22	2.42	2.46	2.62	2.30	2.35	2.58	2.40	2.11		
Standard error	0.06	0.16	0.13	0.13	0.14	0.10	0.22	0.10	0.10	0.10	0.22	0.22	0.14	0.12	0.09	0.07	0.08	0.08	0.17	0.19	0.19	0.22	0.20	0.15	0.15	0.21	0.06	0.17		

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Absolutes/col percents

Table 126

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	1866	395	116	301	108	167	200	124	278	122	694	1135	315	246	144	249
Weighted base	1858	401	110	296	101	172	200	124	277	123	701	1118	319	244	150	256
10 - Very likely	549 30%	153 38%	34 31%	83 28%	33 32%	54 32%	44 22%	34 27%	72 26%	32 26%	209 30%	329 29%	92 29%	84 34%	50 33%	72 28%
9	209 11%	42 10%	11 10%	36 12%	18 17%	24 14%	20 10%	12 10%	33 12%	13 11%	80 11%	127 11%	40 13%	29 12%	20 13%	21 8%
8	299 16%	54 13%	24 21%	47 16%	20 20%	23 13%	35 18%	24 20%	50 18%	14 11%	119 17%	174 16%	58 18%	37 15%	26 17%	44 17%
7	244 13%	44 11%	11 10%	46 15%	6 6%	26 15%	39 19%	17 13%	31 11%	11 9%	87 12%	155 14%	47 15%	25 10%	14 10%	36 14%
6	131 7%	27 7%	8 7%	24 8%	4 4%	12 7%	11 6%	7 5%	23 8%	12 9%	54 8%	74 7%	18 6%	19 8%	7 5%	18 7%
5	124 7%	23 6%	12 10%	11 4%	6 6%	12 7%	13 6%	9 8%	21 8%	13 10%	59 8%	61 5%	25 8%	11 5%	6 4%	23 9%
4	44 2%	8 2%	3 2%	5 2%	3 3%	3 2%	1 1%	3 2%	8 3%	7 5%	22 3%	22 2%	7 2%	5 2%	1 1%	5 2%
3	41 2%	14 4%	- -	4 1%	3 3%	2 1%	4 2%	4 3%	6 2%	3 3%	17 2%	24 2%	6 2%	5 2%	7 4%	5 2%
2	47 3%	11 3%	3 3%	4 1%	1 1%	2 1%	5 3%	6 5%	9 3%	4 3%	13 2%	34 3%	6 2%	4 2%	3 2%	9 4%
1 - not at all likely	48 3%	7 2%	3 2%	4 1%	1 1%	8 5%	9 4%	2 1%	5 2%	8 6%	9 1%	37 3%	6 2%	2 1%	5 3%	6 2%
Don't know	123 7%	19 5%	3 2%	31 11%	6 6%	6 3%	19 10%	7 6%	19 7%	7 6%	32 5%	81 7%	13 4%	23 10%	12 8%	16 6%
8-10	1058 57%	249 62%	68 63%	166 56%	70 69%	101 59%	99 49%	70 57%	156 56%	59 48%	408 58%	630 56%	190 60%	149 61%	96 64%	137 54%
5-7	498 27%	93 23%	30 28%	81 27%	16 16%	50 29%	63 32%	33 26%	75 27%	35 29%	200 28%	290 26%	90 28%	56 23%	27 18%	77 30%
1-4	179 10%	40 10%	8 7%	18 6%	9 9%	15 9%	19 9%	14 11%	28 10%	22 18%	61 9%	117 10%	25 8%	16 7%	16 10%	26 10%

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Absolutes/col percents

Table 126

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Weighted base	1858	401	110	296	101	172	200	124	277	123	701	1118	319	244	150	256
Mean	7.67	7.90	7.74	7.92	8.07	7.73	7.41	7.54	7.56	6.99	7.72	7.64	7.76	8.08	7.89	7.50
Standard deviation	2.38	2.42	2.29	2.09	2.19	2.44	2.43	2.41	2.37	2.81	2.26	2.47	2.24	2.14	2.48	2.43
Standard error	0.06	0.13	0.22	0.13	0.22	0.19	0.18	0.22	0.15	0.26	0.09	0.08	0.13	0.14	0.22	0.16

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Absolutes/col percents

Table 127

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any	Any	Any	Text	Voice	Recorded	Any	Voice	Recorded	
		voice	recorded								
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	1866	720	797	1452	1368	428	560	680	477	446	318
Weighted base	1858	725	814	1444	1363	426	562	708	494	467	313
10 - Very likely	549 30%	252 35%	263 32%	444 31%	425 31%	163 38%	196 35%	224 32%	166 34%	139 30%	80 26%
9	209 11%	92 13%	112 14%	172 12%	163 12%	46 11%	81 14%	91 13%	66 13%	64 14%	27 9%
8	299 16%	110 15%	129 16%	235 16%	222 16%	64 15%	83 15%	114 16%	74 15%	75 16%	50 16%
7	244 13%	81 11%	108 13%	194 13%	183 13%	43 10%	69 12%	91 13%	56 11%	68 15%	34 11%
6	131 7%	42 6%	49 6%	107 7%	97 7%	29 7%	35 6%	39 6%	24 5%	29 6%	19 6%
5	124 7%	47 6%	49 6%	90 6%	86 6%	27 6%	30 5%	45 6%	29 6%	30 6%	26 8%
4	44 2%	18 2%	20 2%	35 2%	31 2%	7 2%	13 2%	20 3%	13 3%	12 3%	4 1%
3	41 2%	13 2%	14 2%	31 2%	31 2%	6 1%	10 2%	15 2%	11 2%	9 2%	7 2%
2	47 3%	20 3%	17 2%	37 3%	36 3%	11 3%	10 2%	17 2%	15 3%	14 3%	6 2%
1 - not at all likely	48 3%	18 2%	23 3%	27 2%	25 2%	8 2%	12 2%	18 3%	13 3%	14 3%	13 4%
Don't know	123 7%	33 5%	31 4%	71 5%	64 5%	22 5%	23 4%	33 5%	26 5%	14 3%	47 15%
8-10	1058 57%	454 63%	504 62%	852 59%	811 59%	273 64%	360 64%	429 61%	305 62%	277 59%	157 50%
5-7	498 27%	169 23%	205 25%	391 27%	366 27%	99 23%	135 24%	176 25%	110 22%	127 27%	79 25%

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Absolutes/col percents

Table 127

Q14d. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Weighted base	1858	725	814	1444	1363	426	562	708	494	467	313
1-4	179 10%	68 9%	75 9%	130 9%	123 9%	32 8%	44 8%	71 10%	52 11%	49 10%	31 10%
Mean	7.67	7.88	7.84	7.76	7.78	8.02	8.01	7.77	7.82	7.67	7.46
Standard deviation	2.38	2.39	2.34	2.31	2.31	2.32	2.25	2.38	2.45	2.41	2.55
Standard error	0.06	0.09	0.08	0.06	0.06	0.11	0.10	0.09	0.12	0.12	0.15

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Absolutes/col percents

Table 128

Q15a. To what extent do you agree or disagree with the statement: 'Reporting possible suspicious texts/calls to a special number (e.g., 7726) is helpful in preventing people being scammed in future.'

Base: All with a mobile phone

		Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land				
Unweighted base		2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171				
Weighted base		2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175				
NET: Agree		1646	169	287	268	280	530	111	457	548	530	111	63	86	292	349	770	876	923	723	187	125	138	121	156	218	211	142	1370	77	146				
		81%	76%	81%	81%	79%	83%	81%	79%	80%	83%	81%	76%	77%	77%	88%	78%	84%	81%	80%	83%	75%	75%	79%	81%	84%	81%	77%	82%	80%	78%	83%			
Strongly agree	(+2)	877	80	135	129	159	306	67	216	289	306	67	31	41	162	211	383	494	478	399	93	74	70	54	80	128	113	62	725	49	75				
		43%	36%	38%	39%	45%	48%	49%	37%	42%	48%	49%	38%	36%	43%	53%	39%	47%	42%	44%	41%	45%	40%	36%	43%	47%	41%	36%	43%	50%	43%				
Slightly agree	(+1)	768	89	152	139	121	225	43	241	259	225	43	31	45	129	139	387	382	445	324	94	51	68	67	75	91	97	80	645	28	72				
		38%	40%	43%	42%	34%	35%	32%	42%	38%	35%	32%	38%	40%	34%	35%	39%	36%	39%	36%	42%	31%	39%	45%	41%	34%	35%	46%	38%	28%	41%				
Neither agree nor disagree	(0)	313	50	50	48	58	92	16	100	106	92	16	19	24	65	42	170	144	167	146	32	32	28	24	23	39	54	21	264	19	25				
		15%	22%	14%	15%	17%	14%	11%	17%	16%	14%	11%	19%	21%	17%	11%	17%	14%	15%	16%	14%	19%	16%	16%	12%	15%	20%	12%	16%	19%	14%				
Slightly disagree	(-1)	53	2	13	7	11	13	7	15	18	13	7	-	2	14	6	34	20	34	19	5	7	5	3	4	10	6	7	49	2	2				
		3%	1%	4%	2%	3%	2%	5%	3%	3%	2%	5%	-	2%	4%	1%	3%	2%	3%	2%	2%	4%	3%	2%	2%	4%	2%	4%	3%	2%	1%				
Strongly disagree	(-2)	24	2	4	6	3	6	3	6	9	6	3	2	-	8	1	15	9	12	12	1	2	3	1	3	2	4	2	21	1	2				
		1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	2%	-	2%	*	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%				
NET: Disagree		77	4	17	13	14	19	10	21	27	19	10	2	2	22	7	49	28	46	31	7	9	8	4	7	12	10	9	70	3	4				
		4%	2%	5%	4%	4%	3%	7%	4%	4%	3%	7%	2%	2%	6%	2%	5%	3%	4%	3%	3%	6%	5%	3%	4%	4%	4%	5%	4%	3%	2%				
Mean		1.19	1.10	1.13	1.15	1.20	1.26	1.21	1.12	1.17	1.26	1.21	1.10	1.11	1.12	1.38	1.10	1.27	1.18	1.20	1.21	1.13	1.13	1.13	1.21	1.23	1.13	1.12	1.18	1.25	1.22				
Standard deviation		0.87	0.83	0.87	0.87	0.89	0.85	0.99	0.85	0.88	0.85	0.99	0.88	0.81	0.96	0.76	0.91	0.83	0.86	0.88	0.82	0.96	0.91	0.81	0.87	0.88	0.90	0.86	0.88	0.88	0.83				
Standard error		0.02	0.05	0.05	0.05	0.05	0.03	0.09	0.03	0.03	0.03	0.09	0.08	0.07	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.08	0.06	0.07	0.06	0.05	0.05	0.07	0.02	0.09	0.06				

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Absolutes/col percents

Table 129

Q15a. To what extent do you agree or disagree with the statement: 'Reporting possible suspicious texts/calls to a special number (e.g., 7726) is helpful in preventing people being scammed in future.'

Base: All with a mobile phone

		Phone network								Mobile O/S		Landline provider					
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base		2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278
Weighted base		2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288
NET: Agree		1646	380	95	273	87	138	170	106	248	101	628	988	302	215	134	223
		81%	85%	78%	81%	84%	78%	79%	77%	82%	75%	81%	81%	83%	81%	85%	78%
Strongly agree	(+2)	877	216	56	140	49	81	72	54	136	50	325	538	157	127	67	104
		43%	48%	46%	42%	47%	46%	34%	39%	45%	37%	42%	44%	43%	48%	43%	36%
Slightly agree	(+1)	768	164	39	133	38	57	98	52	112	50	303	450	145	88	67	119
		38%	37%	32%	40%	37%	32%	45%	38%	37%	38%	39%	37%	40%	33%	42%	41%
Neither agree nor disagree	(0)	313	50	20	51	15	33	38	28	44	24	123	181	48	40	16	59
		15%	11%	17%	15%	14%	18%	18%	20%	15%	18%	16%	15%	13%	15%	10%	20%
Slightly disagree	(-1)	53	14	5	9	2	4	4	3	3	7	20	31	8	9	5	4
		3%	3%	4%	3%	2%	2%	2%	2%	1%	5%	3%	3%	2%	4%	3%	1%
Strongly disagree	(-2)	24	4	2	3	1	3	3	1	6	3	6	17	6	1	2	2
		1%	1%	1%	1%	1%	2%	1%	*	2%	2%	1%	1%	2%	*	2%	1%
NET: Disagree		77	17	7	11	2	7	7	4	9	10	26	47	13	10	7	6
		4%	4%	5%	3%	2%	4%	3%	3%	3%	7%	3%	4%	4%	4%	5%	2%
Mean		1.19	1.29	1.17	1.19	1.27	1.18	1.08	1.13	1.23	1.03	1.18	1.20	1.21	1.24	1.22	1.11
Standard deviation		0.87	0.84	0.94	0.84	0.82	0.92	0.84	0.85	0.88	0.98	0.85	0.88	0.87	0.86	0.87	0.82
Standard error		0.02	0.04	0.08	0.05	0.08	0.07	0.06	0.07	0.05	0.09	0.03	0.03	0.05	0.05	0.07	0.05

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Table 130

Q15a. To what extent do you agree or disagree with the statement: 'Reporting possible suspicious texts/calls to a special number (e.g., 7726) is helpful in preventing people being scammed in future.'

Base: All with a mobile phone

		Experience of suspicious texts/ calls											
		Total		Any recorded message	Mobile			Landline					
		Total	Any voice call		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base		2040	819	897	1611	1519	496	633	769	540	506	329	
Weighted base		2036	829	918	1605	1516	498	635	802	560	531	324	
NET: Agree		1646	676	749	1310	1240	406	519	649	455	434	256	
		81%	82%	82%	82%	82%	82%	82%	81%	81%	82%	79%	
Strongly agree	(+2)	877	387	399	704	680	234	293	342	256	208	131	
		43%	47%	43%	44%	45%	47%	46%	43%	46%	39%	41%	
Slightly agree	(+1)	768	289	349	606	560	172	226	307	199	226	125	
		38%	35%	38%	38%	37%	35%	36%	38%	36%	43%	39%	
Neither agree nor disagree	(0)	313	121	138	236	219	76	94	123	81	81	54	
		15%	15%	15%	15%	14%	15%	15%	15%	14%	15%	17%	
Slightly disagree	(-1)	53	22	23	41	40	10	15	20	17	11	8	
		3%	3%	3%	3%	3%	2%	2%	2%	3%	2%	3%	
Strongly disagree	(-2)	24	10	8	18	17	5	8	10	8	5	5	
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	
NET: Disagree		77	32	31	59	57	15	22	30	25	16	13	
		4%	4%	3%	4%	4%	3%	4%	4%	4%	3%	4%	
Mean		1.19	1.23	1.21	1.21	1.22	1.25	1.23	1.19	1.21	1.17	1.14	
Standard deviation		0.87	0.88	0.85	0.86	0.87	0.85	0.87	0.87	0.90	0.83	0.89	
Standard error		0.02	0.03	0.03	0.02	0.02	0.04	0.03	0.03	0.04	0.04	0.05	

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Table 131

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173	
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178	
The company that it looked like the message had come from (e.g. Royal Mail, DHL)	626 30%	51 22%	94 26%	100 30%	90 25%	241 36%	50 34%	145 25%	190 28%	241 36%	50 34%	17 20%	24 21%	129 33%	162 39%	273 27%	353 33%	352 31%	274 29%	70 30%	56 32%	44 25%	43 29%	61 32%	79 29%	81 28%	57 32%	522 30%	31 31%	54 30%	
Friends, family or colleagues	484 23%	80 35%	113 32%	75 23%	64 18%	120 18%	32 21%	193 33%	139 20%	120 18%	32 21%	21 25%	41 36%	62 16%	91 22%	208 20%	276 26%	292 25%	192 21%	52 22%	34 20%	50 28%	28 19%	36 19%	78 29%	69 24%	51 29%	411 24%	18 19%	45 25%	
Your bank or building society	461 22%	35 16%	57 16%	66 20%	65 18%	185 28%	52 35%	93 16%	131 19%	185 28%	52 35%	12 14%	16 14%	108 27%	129 31%	223 22%	237 22%	261 23%	200 22%	54 23%	36 21%	34 19%	28 19%	52 27%	57 21%	55 19%	47 27%	382 22%	20 20%	49 28%	
Action Fraud	421 20%	41 18%	68 19%	59 18%	66 19%	144 22%	43 29%	109 19%	126 18%	144 22%	43 29%	14 17%	25 22%	95 24%	92 22%	202 20%	219 21%	240 21%	182 20%	52 23%	45 26%	21 12%	29 19%	43 22%	53 20%	66 23%	30 17%	356 20%	20 21%	33 18%	
Your landline/mobile/broadband provider's website	408 20%	33 15%	46 13%	48 14%	68 19%	178 27%	35 24%	79 14%	116 17%	178 27%	35 24%	17 20%	13 12%	100 25%	113 27%	211 21%	197 18%	219 19%	188 20%	38 17%	33 19%	34 19%	25 16%	50 26%	50 18%	55 19%	33 18%	333 19%	23 23%	43 24%	
Somewhere else	369 18%	16 7%	71 20%	70 21%	73 20%	115 17%	25 17%	87 15%	142 21%	115 17%	25 17%	4 4%	10 9%	81 21%	58 14%	191 19%	179 17%	212 18%	158 16%	36 17%	20 11%	43 24%	34 23%	45 24%	31 11%	52 18%	40 22%	312 18%	15 15%	34 19%	
The Government / a Government site or source	344 17%	45 20%	58 16%	65 20%	56 16%	113 17%	8 5%	103 18%	121 18%	113 17%	8 5%	16 19%	22 20%	64 16%	56 14%	183 18%	162 15%	209 18%	136 15%	54 24%	29 17%	24 13%	22 15%	22 12%	51 19%	55 19%	32 18%	305 17%	13 13%	19 11%	
Ofcom	279 13%	24 11%	45 13%	45 14%	40 11%	104 16%	20 13%	70 12%	86 12%	104 16%	20 13%	12 14%	10 9%	76 19%	48 11%	172 17%	108 10%	153 13%	126 14%	40 17%	18 11%	18 10%	22 15%	26 13%	35 13%	43 15%	21 12%	235 13%	7 7%	26 15%	
The police	271 13%	34 15%	41 11%	37 11%	31 9%	102 15%	25 17%	75 13%	68 10%	102 15%	25 17%	14 20%	66 13%	62 17%	145 15%	126 14%	155 12%	116 13%	31 13%	19 13%	17 11%	17 10%	13 9%	33 17%	42 16%	37 13%	16 9%	222 13%	14 14%	25 14%	
The media (e.g. BBC, Channel 4, news outlets)	246 12%	51 22%	46 13%	46 14%	32 9%	60 9%	11 7%	97 17%	78 11%	60 9%	11 7%	17 20%	22 10%	40 10%	31 7%	136 13%	111 10%	151 13%	96 10%	26 11%	13 8%	16 9%	17 11%	21 11%	52 19%	29 10%	20 11%	208 12%	12 12%	20 11%	
The Consumers Association/Which?	198 10%	25 11%	28 8%	26 8%	32 9%	74 11%	13 9%	53 9%	58 8%	74 11%	13 9%	10 12%	13 12%	41 10%	46 11%	104 10%	94 9%	102 9%	96 10%	24 10%	6 4%	18 10%	8 5%	20 10%	28 10%	32 11%	17 10%	162 9%	11 11%	23 13%	

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Absolutes/col percents

Table 131

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humber	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178			
Citizens Advice	174	22	33	28	27	51	13	55	55	51	13	11	10	34	30	94	80	102	72	32	11	8	9	14	30	24	14	147	5	16			
	8%	10%	9%	9%	8%	8%	9%	9%	8%	8%	9%	12%	9%	9%	7%	9%	8%	9%	8%	14%	7%	5%	6%	7%	11%	8%	8%	8%	5%	9%			
The Financial Conduct Authority (FCA)	118	20	16	17	14	44	7	36	31	44	7	13	6	35	16	83	36	72	47	24	10	7	8	10	21	13	8	104	4	9			
	6%	9%	5%	5%	4%	7%	4%	6%	5%	7%	4%	15%	5%	9%	4%	8%	3%	6%	5%	10%	6%	4%	5%	5%	8%	4%	4%	6%	4%	5%			
Don't know	348	36	50	51	78	110	23	86	129	110	23	14	20	70	63	155	193	164	184	37	32	29	30	29	42	37	27	281	20	36			
	17%	16%	14%	16%	22%	17%	15%	15%	19%	17%	15%	16%	17%	18%	15%	15%	18%	14%	20%	16%	18%	16%	20%	15%	15%	13%	15%	16%	21%	21%			

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Absolutes/col percents

Table 132

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
The company that it looked like the message had come from (e.g. Royal Mail, DHL)	626 30%	152 34%	42 35%	91 27%	37 36%	47 26%	63 29%	42 30%	86 29%	37 28%	230 30%	374 31%	124 33%	71 26%	50 30%	81 27%
Friends, family or colleagues	484 23%	115 26%	27 22%	73 22%	26 25%	39 22%	52 24%	24 17%	79 26%	23 17%	208 27%	263 22%	79 21%	59 22%	39 24%	62 21%
Your bank or building society	461 22%	93 21%	33 27%	82 25%	29 27%	41 23%	41 19%	37 27%	51 17%	31 23%	157 20%	277 23%	89 24%	59 22%	53 32%	69 23%
Action Fraud	421 20%	89 20%	23 19%	72 22%	20 19%	33 18%	49 23%	25 18%	62 21%	22 16%	154 20%	250 21%	82 22%	53 20%	49 30%	69 23%
Your landline/mobile/ broadband provider's website	408 20%	95 21%	22 18%	61 18%	15 14%	37 21%	38 17%	29 21%	74 25%	20 15%	128 17%	262 22%	98 26%	57 21%	48 29%	56 19%
Somewhere else	369 18%	84 19%	20 16%	61 18%	14 14%	27 15%	40 19%	24 17%	53 17%	32 23%	102 13%	261 21%	64 17%	34 13%	29 17%	48 16%
The Government / a Government site or source	344 17%	62 14%	19 16%	56 17%	11 11%	26 15%	48 22%	29 21%	56 19%	18 14%	140 18%	194 16%	54 15%	45 17%	30 18%	60 20%
Ofcom	279 13%	62 14%	13 11%	38 11%	12 12%	21 12%	38 18%	21 16%	41 14%	16 12%	87 11%	180 15%	48 13%	38 14%	33 20%	41 14%
The police	271 13%	58 13%	12 10%	41 12%	14 14%	29 16%	33 15%	22 16%	32 10%	9 7%	104 13%	144 12%	55 15%	35 13%	34 21%	43 14%
The media (e.g. BBC, Channel 4, news outlets)	246 12%	48 11%	15 13%	39 12%	11 10%	13 7%	33 15%	21 15%	47 15%	11 9%	99 13%	143 12%	48 13%	33 12%	15 9%	43 14%
The Consumers Association/Which?	198 10%	45 10%	11 9%	33 10%	8 8%	17 10%	23 11%	10 8%	22 7%	13 10%	69 9%	120 10%	43 11%	38 14%	11 7%	31 10%
Citizens Advice	174 8%	39 9%	10 8%	28 8%	3 3%	10 5%	22 10%	11 8%	25 8%	14 10%	57 7%	107 9%	32 9%	19 7%	13 8%	25 8%

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Absolutes/col percents

Table 132

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
The Financial Conduct Authority (FCA)	118 6%	19 4%	8 6%	17 5%	4 4%	11 6%	10 5%	9 6%	18 6%	10 7%	41 5%	69 6%	25 7%	14 5%	14 9%	17 6%
Don't know	348 17%	59 13%	25 21%	59 18%	11 10%	41 23%	36 17%	26 19%	46 15%	30 22%	114 15%	210 17%	53 14%	49 18%	20 12%	55 18%

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Absolutes/col percents

Table 133

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Experience of suspicious texts/calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2080	842	917	1611	1519	496	633	796	563	526	342
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338
The company that it looked like the message had come from (e.g. Royal Mail, DHL)	626 30%	267 31%	286 30%	493 31%	470 31%	140 28%	187 29%	257 31%	193 33%	177 32%	86 26%
Friends, family or colleagues	484 23%	204 24%	216 23%	385 24%	361 24%	131 26%	144 23%	182 22%	134 23%	125 23%	76 23%
Your bank or building society	461 22%	227 27%	229 24%	361 22%	334 22%	119 24%	151 24%	219 26%	167 28%	145 26%	59 18%
Action Fraud	421 20%	213 25%	216 23%	336 21%	321 21%	119 24%	138 22%	213 26%	163 28%	137 25%	51 15%
Your landline/mobile/broadband provider's website	408 20%	206 24%	189 20%	303 19%	284 19%	107 21%	120 19%	199 24%	157 27%	123 22%	69 20%
Somewhere else	369 18%	156 18%	173 18%	290 18%	280 18%	78 16%	115 18%	138 17%	105 18%	97 18%	48 14%
The Government / a Government site or source	344 17%	143 17%	156 17%	261 16%	246 16%	80 16%	111 18%	144 17%	103 18%	95 17%	64 19%
Ofcom	279 13%	120 14%	118 13%	201 13%	190 13%	63 13%	81 13%	121 15%	90 15%	74 13%	52 15%
The police	271 13%	110 13%	130 14%	200 12%	187 12%	59 12%	95 15%	126 15%	84 14%	79 14%	53 16%
The media (e.g. BBC, Channel 4, news outlets)	246 12%	120 14%	117 12%	194 12%	180 12%	78 16%	82 13%	109 13%	85 14%	71 13%	42 12%
The Consumers Association/Which?	198 10%	99 12%	99 11%	151 9%	145 10%	56 11%	66 10%	95 11%	76 13%	63 11%	27 8%

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Absolutes/col percents

Table 133

Q16. Where would you look for advice about suspicious messages/calls, for example to check whether a message you suspected to be suspicious was genuine or not or to find out what to do if you suspected you had been scammed?

Base: All respondents with a mobile and/or landline

	Experience of suspicious texts/ calls										
	Total			Mobile				Landline			
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338
Citizens Advice	174 8%	80 9%	78 8%	126 8%	115 8%	50 10%	53 8%	72 9%	51 9%	49 9%	34 10%
The Financial Conduct Authority (FCA)	118 6%	67 8%	58 6%	96 6%	87 6%	43 9%	36 6%	60 7%	45 8%	41 7%	15 4%
Don't know	348 17%	130 15%	146 16%	259 16%	239 16%	75 15%	101 16%	130 16%	92 16%	84 15%	68 20%

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Absolutes/col percents

Table 134

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?**Base: All respondents with a mobile and/or landline**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173	
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178	
Online, when you specifically search for such information	1136 55%	96 42%	201 57%	182 55%	192 54%	391 59%	73 49%	297 51%	375 55%	391 59%	73 49%	24 28%	57 50%	217 55%	248 60%	525 52%	611 57%	631 55%	505 54%	124 54%	98 57%	93 52%	75 50%	97 51%	132 49%	158 56%	112 63%	937 54%	59 60%	111 62%	
Emails from your bank	813 39%	71 31%	112 32%	124 37%	134 38%	301 45%	71 48%	184 32%	258 37%	301 45%	71 48%	29 34%	37 32%	183 46%	189 46%	417 41%	396 37%	451 39%	362 39%	98 42%	51 30%	54 30%	52 35%	82 43%	113 42%	119 42%	66 37%	671 38%	45 46%	72 40%	
On television documentaries / factual programmes e.g. Rip-off Britain	807 39%	45 20%	95 27%	126 38%	134 38%	341 51%	66 45%	140 24%	260 38%	341 51%	66 45%	11 12%	30 26%	191 48%	216 52%	358 35%	449 42%	420 36%	387 42%	87 38%	62 36%	55 31%	57 38%	85 44%	97 36%	104 37%	78 44%	665 38%	43 43%	77 44%	
Emails from your landline/mobile/ broadband provider	783 38%	50 22%	91 26%	111 33%	136 38%	319 48%	78 52%	140 24%	247 36%	319 48%	78 52%	16 19%	30 26%	200 50%	197 47%	399 39%	385 36%	415 36%	368 40%	83 36%	54 31%	52 29%	46 31%	84 44%	102 38%	111 39%	73 41%	643 37%	42 43%	73 41%	
Social media posts e.g. Facebook, Twitter, Instagram	716 34%	107 47%	161 45%	142 43%	130 36%	152 23%	24 17%	267 46%	272 40%	152 23%	24 17%	38 44%	56 49%	82 21%	94 23%	314 31%	401 38%	375 32%	341 37%	76 33%	57 33%	56 32%	47 31%	61 32%	107 39%	99 35%	60 34%	599 34%	33 33%	64 36%	
Texts from your landline/mobile/ broadband provider	550 26%	47 21%	80 22%	75 23%	77 22%	225 34%	48 32%	127 22%	151 22%	225 34%	48 32%	15 18%	28 24%	139 35%	134 32%	274 27%	277 26%	311 27%	239 26%	57 25%	44 26%	42 23%	32 22%	45 24%	78 29%	87 31%	39 22%	450 26%	23 23%	57 32%	
Texts from your bank	546 26%	59 26%	96 27%	94 28%	76 21%	173 26%	47 32%	155 27%	170 25%	173 26%	47 32%	20 23%	34 30%	117 30%	103 25%	273 27%	273 26%	303 26%	243 26%	59 25%	41 24%	48 27%	27 18%	44 23%	85 31%	78 27%	38 21%	447 26%	25 26%	56 32%	
Printed leaflets	483 23%	36 16%	49 14%	69 21%	85 24%	196 29%	49 33%	85 15%	153 22%	196 29%	49 33%	8 9%	24 21%	94 24%	151 36%	204 20%	279 26%	239 21%	244 26%	41 18%	40 23%	28 16%	40 26%	54 28%	65 24%	75 26%	38 21%	400 23%	25 25%	44 25%	
Posters in bus shelters and on billboards etc.	452 22%	33 14%	76 21%	76 23%	93 26%	158 24%	16 11%	109 19%	169 25%	158 24%	16 11%	9 10%	20 18%	70 18%	104 25%	194 19%	258 24%	238 21%	215 23%	51 22%	34 20%	23 13%	33 22%	44 23%	74 27%	67 23%	33 18%	386 22%	16 16%	39 22%	
Articles in newspapers	428 21%	30 13%	50 14%	53 16%	77 22%	168 25%	50 34%	79 14%	130 19%	168 25%	50 34%	13 15%	13 11%	112 28%	106 25%	233 23%	194 18%	236 20%	192 21%	50 22%	27 16%	27 15%	19 13%	45 23%	76 28%	55 19%	43 24%	363 21%	15 15%	42 24%	
Online video advice e.g. YouTube and social media platforms	419 20%	64 28%	96 27%	78 24%	57 16%	108 16%	16 10%	160 28%	135 20%	108 16%	16 10%	21 25%	33 29%	61 16%	62 15%	222 22%	197 18%	225 19%	194 21%	49 21%	32 19%	37 21%	29 20%	40 21%	65 24%	59 21%	39 22%	363 21%	17 17%	30 17%	

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Table 134

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?

Base: All respondents with a mobile and/or landline

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178			
Advertisements in newspapers	409 20%	30 13%	45 13%	70 21%	81 23%	154 23%	29 20%	75 13%	151 22%	154 23%	29 20%	12 13%	17 15%	80 20%	104 25%	210 21%	199 19%	223 19%	186 20%	46 20%	28 16%	25 14%	18 12%	51 27%	64 24%	51 18%	41 23%	344 20%	21 21%	35 20%			
Advertisements in magazines	311 15%	20 9%	43 12%	53 16%	66 19%	113 17%	16 11%	63 11%	119 17%	113 17%	16 11%	4 5%	15 13%	50 13%	80 19%	135 13%	176 17%	162 14%	149 16%	31 13%	24 14%	19 11%	13 9%	36 19%	54 20%	39 14%	32 18%	259 15%	16 16%	29 16%			
Articles in magazines	281 14%	22 10%	42 12%	41 13%	52 15%	100 15%	22 15%	65 11%	94 14%	100 15%	22 15%	9 10%	12 10%	42 11%	80 19%	120 12%	161 15%	148 13%	133 14%	39 17%	23 14%	14 8%	9 6%	32 16%	48 18%	35 12%	31 17%	244 14%	11 12%	22 13%			
Something else	62 3%	5 2%	10 3%	9 3%	12 3%	24 4%	3 2%	15 3%	21 3%	24 4%	3 2%	1 2%	2 2%	15 4%	12 3%	29 3%	34 3%	31 3%	31 3%	8 3%	2 1%	9 5%	9 6%	7 4%	4 1%	8 3%	10 6%	57 3%	4 4%	1 1%			

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Absolutes/col percents

Table 135

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?**Base: All respondents with a mobile and/or landline**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Online, when you specifically search for such information	1136 55%	250 56%	61 50%	185 55%	56 54%	90 50%	123 57%	78 57%	161 54%	79 58%	392 50%	707 58%	217 58%	137 50%	92 56%	156 52%	
Emails from your bank	813 39%	186 42%	49 40%	131 39%	35 34%	73 41%	78 36%	58 42%	119 39%	47 35%	287 37%	499 41%	149 40%	90 33%	76 46%	121 40%	
On television documentaries / factual programmes e.g. Rip-off Britain	807 39%	180 40%	38 31%	132 39%	40 39%	74 42%	72 33%	58 42%	111 37%	54 40%	280 36%	491 40%	152 41%	109 40%	70 43%	117 39%	
Emails from your landline/mobile/broadband provider	783 38%	184 41%	37 30%	119 35%	38 36%	67 38%	75 35%	55 40%	120 40%	58 43%	264 34%	492 40%	142 38%	104 38%	74 45%	108 36%	
Social media posts e.g. Facebook, Twitter, Instagram	716 34%	181 41%	38 31%	113 34%	29 28%	63 36%	79 37%	31 23%	106 35%	45 33%	302 39%	394 32%	108 29%	92 34%	52 32%	76 25%	
Texts from your landline/mobile/broadband provider	550 26%	129 29%	28 23%	101 30%	26 25%	46 26%	57 26%	34 25%	80 27%	34 25%	196 25%	346 28%	100 27%	83 31%	51 31%	73 24%	
Texts from your bank	546 26%	121 27%	29 24%	93 28%	29 28%	53 30%	48 22%	33 24%	92 30%	27 20%	210 27%	315 26%	112 30%	74 27%	40 24%	83 28%	
Printed leaflets	483 23%	96 22%	21 17%	86 26%	24 23%	53 30%	45 21%	26 19%	69 23%	30 22%	148 19%	298 24%	96 26%	60 22%	53 32%	74 25%	
Posters in bus shelters and on billboards etc.	452 22%	107 24%	33 27%	70 21%	20 19%	32 18%	52 24%	19 14%	66 22%	30 22%	169 22%	260 21%	77 21%	55 20%	45 27%	53 18%	
Articles in newspapers	428 21%	88 20%	26 21%	71 21%	18 17%	36 20%	31 14%	26 19%	68 23%	32 24%	141 18%	258 21%	86 23%	49 18%	48 29%	62 21%	
Online video advice e.g. YouTube and social media platforms	419 20%	85 19%	23 19%	74 22%	22 21%	27 15%	54 25%	19 14%	65 22%	28 21%	143 18%	261 21%	67 18%	44 16%	35 21%	55 18%	
Advertisements in newspapers	409 20%	87 20%	23 19%	66 20%	18 18%	35 19%	34 16%	25 18%	64 21%	29 22%	134 17%	249 20%	79 21%	42 15%	46 28%	55 18%	

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Absolutes/col percents

Table 135

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?**Base: All respondents with a mobile and/or landline**

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Advertisements in magazines	311 15%	74 17%	16 13%	48 14%	13 12%	24 13%	24 11%	18 13%	52 17%	24 18%	108 14%	184 15%	65 18%	35 13%	31 19%	35 12%
Articles in magazines	281 14%	66 15%	13 11%	46 14%	9 9%	21 12%	22 10%	18 13%	47 15%	21 15%	104 13%	158 13%	61 16%	26 10%	28 17%	37 12%
Something else	62 3%	12 3%	8 7%	8 2%	4 4%	6 3%	2 1%	8 6%	4 1%	5 4%	23 3%	35 3%	3 1%	10 4%	3 2%	15 5%

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Absolutes/col percents

Table 136

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?**Base: All respondents with a mobile and/or landline**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2080	842	917	1611	1519	496	633	796	563	526	342
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338
Online, when you specifically search for such information	1136 55%	482 56%	523 56%	890 55%	842 56%	272 55%	347 55%	459 55%	330 56%	314 57%	164 48%
Emails from your bank	813 39%	360 42%	379 40%	621 39%	582 38%	213 43%	248 39%	336 40%	250 43%	223 40%	134 40%
On television documentaries / factual programmes e.g. Rip-off Britain	807 39%	364 43%	415 44%	649 40%	613 40%	200 40%	284 45%	367 44%	266 45%	255 46%	100 30%
Emails from your landline/mobile/ broadband provider	783 38%	364 43%	400 43%	603 38%	568 37%	211 42%	276 43%	360 43%	265 45%	245 44%	118 35%
Social media posts e.g. Facebook, Twitter, Instagram	716 34%	287 34%	332 35%	600 37%	567 37%	189 38%	240 38%	259 31%	181 31%	174 32%	89 26%
Texts from your landline/mobile/ broadband provider	550 26%	242 28%	247 26%	446 28%	421 28%	151 30%	182 29%	229 27%	172 29%	138 25%	75 22%
Texts from your bank	546 26%	227 27%	246 26%	443 28%	424 28%	151 30%	178 28%	224 27%	156 27%	134 24%	79 23%
Printed leaflets	483 23%	222 26%	251 27%	368 23%	348 23%	122 24%	166 26%	239 29%	168 29%	165 30%	75 22%
Posters in bus shelters and on billboards etc.	452 22%	203 24%	204 22%	365 23%	348 23%	122 24%	150 24%	170 20%	133 23%	105 19%	66 20%
Articles in newspapers	428 21%	208 24%	211 22%	319 20%	304 20%	112 22%	141 22%	204 25%	156 27%	129 23%	72 21%
Online video advice e.g. YouTube and social media platforms	419 20%	186 22%	199 21%	342 21%	324 21%	124 25%	143 23%	168 20%	118 20%	112 20%	53 16%

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Absolutes/col percents

Table 136

Q17. In what format would you like to see advice about suspicious messages/calls and how to avoid them?**Base: All respondents with a mobile and/or landline**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338
Advertisements in newspapers	409 20%	193 23%	209 22%	325 20%	312 21%	109 22%	146 23%	190 23%	134 23%	128 23%	56 17%
Advertisements in magazines	311 15%	156 18%	164 17%	256 16%	244 16%	94 19%	122 19%	153 18%	110 19%	107 19%	37 11%
Articles in magazines	281 14%	148 17%	156 17%	228 14%	218 14%	89 18%	110 17%	150 18%	109 19%	97 18%	35 10%
Something else	62 3%	23 3%	27 3%	43 3%	41 3%	10 2%	16 3%	24 3%	20 3%	19 3%	12 4%

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Absolutes/col percents

Table 137

Q18. Have you signed up to any of the following organisations or groups that may provide warnings of suspicious messages/calls?**Base: All respondents with a mobile and/or landline**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173		
Weighted base	2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178		
Not signed up to any	1461 70%	141 62%	232 65%	236 71%	261 73%	485 73%	107 72%	373 64%	497 72%	485 73%	107 72%	45 52%	72 63%	294 74%	298 72%	696 69%	766 72%	806 70%	656 71%	173 75%	127 73%	126 71%	103 69%	134 70%	159 59%	187 66%	139 78%	1212 70%	75 76%	132 74%		
Local Facebook group	169 8%	23 10%	38 11%	31 9%	24 7%	46 7%	7 5%	61 10%	55 8%	46 7%	7 5%	13 15%	10 8%	19 5%	34 8%	74 7%	95 9%	104 9%	65 7%	15 7%	10 6%	12 7%	10 7%	20 10%	31 11%	35 12%	10 6%	148 8%	8 8%	11 6%		
Local online community group (e.g. Next Door)	138 7%	12 5%	24 7%	16 5%	21 6%	54 8%	11 7%	37 6%	37 5%	54 8%	11 7%	9 10%	4 3%	28 7%	36 9%	64 6%	74 7%	80 7%	58 6%	12 5%	7 4%	7 4%	14 9%	12 6%	28 10%	35 12%	8 5%	125 7%	4 4%	5 3%		
Which?	131 6%	14 6%	35 10%	8 3%	15 4%	45 7%	14 9%	49 8%	23 3%	45 7%	14 9%	8 10%	6 5%	28 7%	31 7%	75 7%	56 5%	69 6%	62 7%	11 5%	7 4%	9 5%	9 6%	14 7%	20 7%	29 10%	5 3%	107 6%	3 3%	12 7%		
Neighbourhood Watch/OWL	111 5%	9 4%	17 5%	9 3%	22 6%	47 7%	8 5%	26 4%	31 4%	47 7%	8 5%	4 5%	5 4%	23 6%	31 7%	49 5%	61 6%	64 6%	46 5%	11 5%	3 2%	9 5%	8 5%	12 6%	18 7%	30 10%	10 5%	106 6%	2 2%	-		
Not sure	95 5%	18 8%	21 6%	18 5%	15 4%	18 3%	6 4%	39 7%	32 5%	18 3%	6 4%	5 5%	10 9%	12 3%	11 3%	45 4%	50 5%	44 4%	50 5%	7 3%	13 7%	11 6%	7 5%	6 3%	19 7%	9 3%	5 3%	83 5%	3 3%	6 3%		
Action Fraud	91 4%	11 5%	21 6%	14 4%	14 4%	23 4%	9 6%	32 5%	27 4%	23 4%	9 6%	7 8%	4 3%	20 5%	12 3%	56 6%	35 3%	52 5%	39 4%	6 3%	7 4%	7 4%	5 3%	8 4%	21 8%	22 8%	4 2%	82 5%	2 2%	4 2%		
Citizens' Advice	81 4%	15 7%	27 7%	15 4%	8 2%	15 2%	1 1%	42 7%	23 3%	15 2%	1 1%	7 8%	8 7%	8 2%	8 2%	47 5%	34 3%	52 4%	29 3%	7 3%	9 5%	4 2%	6 4%	5 2%	18 7%	8 3%	1 1%	65 4%	2 2%	10 6%		
Local/county council	75 4%	10 5%	21 6%	15 4%	12 3%	15 2%	2 1%	31 5%	26 4%	15 2%	2 1%	6 7%	4 4%	11 3%	6 1%	45 4%	30 3%	44 4%	31 3%	10 5%	5 3%	7 4%	7 4%	8 4%	13 5%	11 4%	3 2%	68 4%	2 2%	4 2%		
Other social media profiles	53 3%	14 6%	17 5%	12 4%	5 1%	4 1%	1 1%	32 5%	17 2%	4 1%	1 1%	10 12%	4 4%	4 1%	1 *	40 4%	14 1%	38 3%	16 2%	9 4%	1 1%	2 1%	4 3%	3 2%	20 8%	4 2%	1 1%	46 3%	2 2%	3 2%		
Police commissioner	30 1%	9 4%	9 3%	5 2%	3 1%	5 1%	-	18 3%	8 1%	5 1%	-	4 5%	4 4%	2 *	3 1%	20 2%	11 1%	23 2%	8 1%	5 2%	4 2%	-	2 1%	4 2%	10 4%	2 1%	1 *	26 1%	3 3%	1 1%		
Somewhere else	15 1%	-	-	3 1%	3 1%	6 1%	3 2%	-	6 1%	6 1%	3 2%	-	-	8 2%	1 *	11 1%	4 *	6 *	9 1%	1 *	-	-	1 1%	2 1%	2 1%	4 1%	-	10 1%	-	3 2%		

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Absolutes/col percents

Table 138

Q18. Have you signed up to any of the following organisations or groups that may provide warnings of suspicious messages/calls?**Base: All respondents with a mobile and/or landline**

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media
Unweighted base	2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Not signed up to any	1461 70%	312 70%	81 66%	233 69%	73 70%	131 74%	155 72%	108 78%	199 66%	99 74%	519 67%	883 73%	241 65%	178 65%	127 77%	218 73%
Local Facebook group	169 8%	40 9%	8 6%	24 7%	10 9%	17 10%	18 8%	9 6%	37 12%	7 5%	76 10%	92 8%	43 12%	22 8%	4 3%	22 7%
Local online community group (e.g. Next Door)	138 7%	29 6%	7 6%	26 8%	9 9%	7 4%	11 5%	4 3%	20 7%	10 7%	50 6%	79 7%	27 7%	17 6%	11 7%	28 9%
Which?	131 6%	31 7%	5 4%	30 9%	6 6%	9 5%	10 5%	10 7%	19 6%	6 4%	57 7%	69 6%	30 8%	26 10%	8 5%	22 7%
Neighbourhood Watch/OWL	111 5%	27 6%	8 6%	22 7%	7 7%	5 3%	8 4%	10 7%	13 4%	6 4%	48 6%	57 5%	25 7%	15 6%	5 3%	19 6%
Not sure	95 5%	24 5%	6 5%	14 4%	4 4%	10 5%	7 3%	1 1%	19 6%	6 4%	37 5%	50 4%	21 6%	18 7%	7 4%	7 2%
Action Fraud	91 4%	19 4%	7 5%	17 5%	3 2%	4 2%	10 4%	6 4%	18 6%	4 3%	39 6%	49 4%	18 5%	10 4%	5 3%	15 5%
Citizens' Advice	81 4%	19 4%	9 8%	16 5%	4 3%	- -	11 5%	5 4%	10 3%	3 2%	45 6%	33 3%	15 4%	8 3%	5 3%	11 4%
Local/county council	75 4%	10 2%	10 8%	11 3%	2 2%	5 3%	13 6%	3 2%	14 5%	3 2%	37 5%	34 3%	13 4%	5 2%	8 5%	10 3%
Other social media profiles	53 3%	18 4%	1 1%	9 3%	3 3%	1 1%	2 1%	3 2%	12 4%	1 1%	26 3%	24 2%	14 4%	6 2%	2 1%	3 1%
Police commissioner	30 1%	10 2%	1 *	4 1%	1 1%	1 1%	4 2%	1 *	3 1%	2 1%	16 2%	10 1%	7 2%	1 *	1 1%	2 1%
Somewhere else	15 1%	3 1%	2 1%	2 1%	- -	1 1%	1 *	2 2%	1 *	2 2%	3 *	12 1%	1 *	3 1%	- -	1 *

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Absolutes/col percents

Table 139

Q18. Have you signed up to any of the following organisations or groups that may provide warnings of suspicious messages/calls?

Base: All respondents with a mobile and/or landline

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None	
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call		Recorded message
Unweighted base	2080	842	917	1611	1519	496	633	796	563	526	342	
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338	
Not signed up to any	1461	568	621	1099	1037	310	414	551	392	370	258	
	70%	66%	66%	68%	68%	62%	65%	66%	67%	67%	76%	
Local Facebook group	169	91	95	146	141	65	66	83	56	56	17	
	8%	11%	10%	9%	9%	13%	10%	10%	10%	10%	5%	
Local online community group (e.g. Next Door)	138	70	81	110	109	39	52	70	51	49	18	
	7%	8%	9%	7%	7%	8%	8%	8%	9%	9%	5%	
Which?	131	68	74	110	101	49	51	66	44	48	16	
	6%	8%	8%	7%	7%	10%	8%	8%	7%	9%	5%	
Neighbourhood Watch/OWL	111	65	65	95	89	40	46	56	46	36	11	
	5%	8%	7%	6%	6%	8%	7%	7%	8%	6%	3%	
Not sure	95	30	36	80	77	20	28	37	22	22	13	
	5%	3%	4%	5%	5%	4%	4%	4%	4%	4%	4%	
Action Fraud	91	56	52	78	72	39	39	43	37	26	9	
	4%	6%	6%	5%	5%	8%	6%	5%	6%	5%	3%	
Citizens' Advice	81	38	44	66	60	31	31	39	25	26	11	
	4%	4%	5%	4%	4%	6%	5%	5%	4%	5%	3%	
Local/county council	75	40	36	59	53	26	23	29	22	22	10	
	4%	5%	4%	4%	4%	5%	4%	4%	4%	4%	3%	
Other social media profiles	53	29	31	47	46	22	23	25	17	17	6	
	3%	3%	3%	3%	3%	4%	4%	3%	3%	3%	2%	
Police commissioner	30	19	19	23	22	13	13	20	14	13	2	
	1%	2%	2%	1%	1%	3%	2%	2%	2%	2%	*	
Somewhere else	15	9	8	12	12	5	4	7	7	5	2	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	

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Absolutes/col percents

Table 140

Q19. To what extent to you agree or disagree with the following statements?

Summary

Base: All respondents with a mobile and/or landline

		I believe that if more people report suspicious calls/messages then more can be done to prevent them	There is already plenty of information about how to identify and avoid suspicious calls/messages	It is easy to report suspicious calls/messages	I am confident that I will not fall victim to a suspicious message sent by text	I am confident that I will not fall victim to a suspicious live voice call or recorded message
Unweighted base		2080	2080	2080	2080	2080
Weighted base		2081	2081	2081	2081	2081
NET: Agree		1652 79%	765 37%	783 38%	1457 70%	1521 73%
Strongly agree	(+2)	875 42%	162 8%	229 11%	639 31%	680 33%
Slightly agree	(+1)	777 37%	603 29%	554 27%	818 39%	840 40%
Neither agree nor disagree	(0)	314 15%	697 34%	822 40%	442 21%	399 19%
Slightly disagree	(-1)	83 4%	502 24%	371 18%	154 7%	130 6%
Strongly disagree	(-2)	32 2%	117 6%	104 5%	28 1%	30 1%
NET: Disagree		115 6%	619 30%	475 23%	182 9%	161 8%
Mean		1.14	0.09	0.21	0.91	0.97
Standard deviation		0.92	1.03	1.02	0.96	0.95
Standard error		0.02	0.02	0.02	0.02	0.02

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Absolutes/col percents

Table 141

Q19. To what extent to you agree or disagree with the following statements?**I believe that if more people report suspicious calls/messages then more can be done to prevent them****Base: All respondents with a mobile and/or landline**

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base		2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173		
Weighted base		2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178		
NET: Agree		1652 79%	175 77%	263 74%	258 78%	281 79%	550 83%	123 83%	439 75%	539 78%	550 83%	123 83%	64 74%	93 82%	318 80%	356 86%	795 78%	856 80%	920 80%	732 79%	183 79%	129 75%	135 76%	116 77%	150 78%	219 81%	232 81%	136 76%	1378 79%	77 78%	147 83%		
Strongly agree	(+2)	875 42%	91 40%	140 39%	129 39%	152 43%	288 43%	75 50%	231 40%	281 41%	288 43%	75 50%	34 40%	49 43%	165 42%	198 48%	417 41%	458 43%	475 41%	400 43%	88 38%	66 39%	71 40%	58 38%	79 41%	123 45%	127 45%	66 37%	722 41%	48 49%	75 42%		
Slightly agree	(+1)	777 37%	84 37%	123 35%	129 39%	129 36%	262 40%	49 33%	207 36%	258 38%	262 40%	49 33%	30 35%	44 39%	153 39%	158 38%	379 37%	398 37%	445 39%	332 36%	96 41%	63 36%	64 36%	59 39%	71 37%	96 36%	105 37%	70 39%	656 38%	29 29%	73 41%		
Neither agree nor disagree	(0)	314 15%	44 19%	64 18%	58 17%	58 16%	76 12%	15 10%	108 18%	115 17%	76 12%	15 10%	18 21%	17 15%	50 13%	41 10%	154 15%	160 15%	171 15%	143 15%	36 15%	30 18%	33 19%	23 16%	27 14%	41 15%	40 14%	32 18%	269 15%	16 16%	22 12%		
Slightly disagree	(-1)	83 4%	5 2%	21 6%	5 2%	14 4%	30 5%	7 5%	26 4%	20 3%	30 5%	7 5%	1 1%	4 3%	22 5%	16 4%	42 4%	41 4%	49 4%	34 4%	10 4%	5 3%	7 4%	5 4%	8 4%	10 4%	10 4%	9 5%	69 4%	4 4%	8 4%		
Strongly disagree	(-2)	32 2%	3 1%	8 2%	9 3%	3 1%	6 1%	3 2%	10 2%	13 2%	6 1%	3 2%	3 3%	- -	6 2%	2 1%	22 2%	10 1%	13 1%	19 2%	2 1%	8 5%	3 1%	6 4%	7 3%	- -	3 1%	1 *	29 2%	2 2%	1 1%		
NET: Disagree		115 6%	8 3%	28 8%	15 5%	18 5%	36 5%	10 7%	36 6%	32 5%	36 5%	10 7%	4 4%	4 3%	28 7%	18 4%	64 6%	50 5%	62 5%	53 6%	12 5%	13 8%	10 5%	11 7%	15 8%	10 4%	13 4%	10 5%	97 6%	6 6%	9 5%		
Mean		1.14	1.13	1.03	1.10	1.16	1.20	1.25	1.07	1.13	1.20	1.25	1.07	1.21	1.13	1.28	1.11	1.18	1.15	1.14	1.11	1.01	1.09	1.04	1.08	1.23	1.21	1.08	1.13	1.19	1.19		
Standard deviation		0.92	0.88	1.00	0.94	0.90	0.88	0.95	0.96	0.92	0.88	0.95	0.97	0.82	0.94	0.83	0.96	0.88	0.90	0.95	0.89	1.05	0.93	1.01	1.02	0.84	0.88	0.89	0.93	0.98	0.86		
Standard error		0.02	0.05	0.05	0.05	0.05	0.03	0.08	0.04	0.03	0.03	0.08	0.09	0.07	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.09	0.07	0.08	0.07	0.05	0.05	0.07	0.02	0.10	0.07		

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Absolutes/col percents

Table 142

Q19. To what extent to you agree or disagree with the following statements?**I believe that if more people report suspicious calls/messages then more can be done to prevent them****Base: All respondents with a mobile and/or landline**

		Phone network										Mobile O/S		Landline provider			
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple /	iPhone	Other	BT	Sky	TalkTa lk
Unweighted base		2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Agree		1652	376	90	261	87	134	171	111	239	106	621	975	307	214	137	241
		79%	84%	73%	78%	84%	75%	79%	81%	79%	79%	80%	80%	82%	79%	83%	80%
Strongly agree	(+2)	875	213	44	138	51	59	83	62	129	56	323	524	162	118	70	115
		42%	47%	36%	41%	49%	33%	39%	45%	43%	41%	41%	43%	43%	43%	42%	38%
Slightly agree	(+1)	777	164	45	123	36	76	88	49	109	50	299	451	145	96	67	126
		37%	37%	37%	37%	35%	43%	41%	36%	36%	37%	38%	37%	39%	35%	41%	42%
Neither agree nor disagree	(0)	314	58	24	55	15	30	34	16	44	18	123	170	50	49	16	46
		15%	13%	20%	17%	14%	17%	16%	12%	15%	13%	16%	14%	13%	18%	10%	15%
Slightly disagree	(-1)	83	10	6	12	2	8	9	9	14	7	26	52	13	7	7	9
		4%	2%	5%	4%	2%	5%	4%	7%	5%	5%	3%	4%	3%	3%	4%	3%
Strongly disagree	(-2)	32	3	3	7	1	5	1	1	5	3	7	20	3	2	5	4
		2%	1%	2%	2%	1%	3%	1%	1%	2%	2%	1%	2%	1%	1%	3%	1%
NET: Disagree		115	14	9	19	2	14	10	10	19	11	33	72	16	9	12	13
		6%	3%	7%	6%	2%	8%	5%	7%	6%	8%	4%	6%	4%	3%	7%	4%
Mean		1.14	1.28	1.00	1.12	1.30	0.98	1.13	1.17	1.14	1.10	1.16	1.16	1.20	1.18	1.15	1.13
Standard deviation		0.92	0.83	0.98	0.94	0.82	0.98	0.87	0.93	0.94	0.99	0.88	0.93	0.86	0.87	0.97	0.88
Standard error		0.02	0.04	0.09	0.05	0.08	0.07	0.06	0.08	0.05	0.09	0.03	0.03	0.04	0.05	0.08	0.05

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Absolutes/col percents

Table 143

Q19. To what extent to you agree or disagree with the following statements?**I believe that if more people report suspicious calls/messages then more can be done to prevent them****Base: All respondents with a mobile and/or landline**

		Experience of suspicious texts/ calls											
		Total		Any recorded message	Mobile			Landline					
		Total	Any voice call		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None	
Unweighted base		2080	842	917	1611	1519	496	633	796	563	526	342	
Weighted base		2081	856	940	1605	1516	498	635	832	587	552	338	
NET: Agree		1652	682	744	1281	1211	393	516	648	470	418	267	
		79%	80%	79%	80%	80%	79%	81%	78%	80%	76%	79%	
Strongly agree	(+2)	875	384	409	694	664	233	292	348	251	222	125	
		42%	45%	44%	43%	44%	47%	46%	42%	43%	40%	37%	
Slightly agree	(+1)	777	298	334	586	547	160	224	300	219	196	142	
		37%	35%	36%	37%	36%	32%	35%	36%	37%	36%	42%	
Neither agree nor disagree	(0)	314	126	148	243	231	80	90	136	82	101	51	
		15%	15%	16%	15%	15%	16%	14%	16%	14%	18%	15%	
Slightly disagree	(-1)	83	34	30	57	52	15	17	33	25	21	17	
		4%	4%	3%	4%	3%	3%	3%	4%	4%	4%	5%	
Strongly disagree	(-2)	32	14	18	25	22	9	13	16	10	12	2	
		2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	
NET: Disagree		115	48	48	82	74	24	30	48	35	33	19	
		6%	6%	5%	5%	5%	5%	5%	6%	6%	6%	6%	
Mean		1.14	1.17	1.16	1.16	1.17	1.19	1.20	1.12	1.15	1.08	1.10	
Standard deviation		0.92	0.93	0.93	0.91	0.91	0.94	0.92	0.95	0.93	0.96	0.88	
Standard error		0.02	0.03	0.03	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.05	

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Absolutes/col percents

Table 144

Q19. To what extent to you agree or disagree with the following statements?**There is already plenty of information about how to identify and avoid suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Age 1						Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base		2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173		
Weighted base		2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178		
NET: Agree		765 37%	109 48%	162 45%	127 38%	119 33%	200 30%	47 32%	271 47%	246 36%	200 30%	47 32%	50 58%	47 42%	120 30%	127 31%	403 40%	362 34%	461 40%	304 33%	92 40%	60 35%	60 34%	56 37%	69 36%	123 46%	107 38%	64 36%	662 38%	31 31%	50 28%		
Strongly agree	(+2)	162 8%	28 12%	43 13%	34 10%	21 6%	26 4%	10 7%	71 12%	55 8%	26 4%	10 7%	16 19%	11 10%	22 5%	14 3%	95 9%	67 6%	98 9%	63 7%	17 7%	13 8%	15 8%	8 5%	7 3%	38 14%	18 6%	10 6%	129 7%	9 10%	17 10%		
Slightly agree	(+1)	603 29%	82 36%	118 33%	93 28%	98 28%	174 26%	37 25%	200 34%	192 28%	174 26%	37 25%	34 39%	36 31%	99 25%	113 27%	308 30%	296 28%	363 31%	241 26%	76 33%	47 27%	45 25%	48 32%	62 32%	85 31%	89 31%	54 30%	533 31%	21 22%	33 19%		
Neither agree nor disagree	(0)	697 34%	63 28%	96 27%	117 35%	126 35%	231 35%	65 44%	159 27%	243 35%	231 35%	65 44%	25 29%	33 29%	145 37%	150 36%	342 34%	355 33%	352 31%	345 37%	81 35%	60 35%	67 38%	50 33%	57 30%	83 31%	88 31%	60 34%	577 33%	33 33%	66 37%		
Slightly disagree	(-1)	502 24%	43 19%	87 24%	69 21%	88 25%	185 28%	29 20%	130 22%	157 23%	185 28%	29 20%	7 8%	27 23%	103 26%	112 27%	223 22%	279 26%	273 24%	229 25%	48 21%	43 25%	40 23%	33 22%	54 28%	51 19%	71 25%	42 24%	404 23%	26 27%	57 32%		
Strongly disagree	(-2)	117 6%	12 5%	11 3%	17 5%	23 7%	47 7%	7 5%	23 4%	41 6%	47 7%	7 5%	4 5%	7 6%	27 7%	26 6%	47 5%	70 7%	68 6%	49 5%	11 5%	9 5%	11 6%	12 8%	13 7%	14 5%	18 6%	12 7%	101 6%	9 9%	5 3%		
NET: Disagree		619 30%	55 24%	98 28%	86 26%	111 31%	232 35%	36 24%	153 26%	198 29%	232 35%	36 24%	11 13%	34 30%	131 33%	138 33%	270 27%	349 33%	340 30%	278 30%	58 25%	52 30%	51 29%	45 30%	66 34%	65 24%	89 31%	54 30%	505 29%	36 36%	62 35%		
Mean		0.09	0.31	0.27	0.17	0.02	-0.08	0.09	0.29	0.09	-0.08	0.09	0.59	0.16	-0.04	-0.05	0.18	0.01	0.13	0.04	0.17	0.08	0.07	0.05	-0.02	0.30	0.07	0.04	0.11	-0.04	*		
Standard deviation		1.03	1.07	1.06	1.04	1.01	0.99	0.95	1.06	1.03	0.99	0.95	1.05	1.09	1.00	0.96	1.03	1.03	1.05	1.00	0.99	1.01	1.02	1.03	1.00	1.09	1.03	1.02	1.03	1.12	1.00		
Standard error		0.02	0.07	0.06	0.06	0.05	0.04	0.08	0.04	0.04	0.04	0.08	0.10	0.10	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.08	0.07	0.08	0.07	0.06	0.06	0.08	0.02	0.11	0.08		

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Absolutes/col percents

Table 145

Q19. To what extent to you agree or disagree with the following statements?**There is already plenty of information about how to identify and avoid suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Phone network										Mobile O/S		Landline provider			
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple /	iPhone	Other	BT	Sky	TalkTa lk
Unweighted base		2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Agree		765	166	46	114	36	61	76	48	120	52	287	447	134	97	63	93
		37%	37%	38%	34%	35%	34%	35%	35%	40%	38%	37%	37%	36%	36%	38%	31%
Strongly agree	(+2)	162	38	8	26	7	7	13	5	34	12	63	91	25	18	10	18
		8%	8%	7%	8%	6%	4%	6%	4%	11%	9%	8%	7%	7%	7%	6%	6%
Slightly agree	(+1)	603	128	38	88	29	54	63	43	87	40	225	356	109	79	52	75
		29%	29%	31%	26%	28%	30%	29%	31%	29%	29%	29%	29%	29%	29%	32%	25%
Neither agree nor disagree	(0)	697	146	49	112	37	63	74	45	89	49	245	412	134	96	58	121
		34%	33%	40%	33%	35%	36%	34%	33%	30%	36%	32%	34%	36%	35%	35%	40%
Slightly disagree	(-1)	502	113	20	91	24	43	57	32	75	26	194	295	92	66	34	68
		24%	25%	16%	27%	23%	24%	27%	23%	25%	20%	25%	24%	25%	24%	21%	23%
Strongly disagree	(-2)	117	23	7	17	8	11	8	12	16	8	51	64	13	13	10	18
		6%	5%	6%	5%	7%	6%	4%	9%	5%	6%	7%	5%	3%	5%	6%	6%
NET: Disagree		619	136	27	109	32	54	66	45	91	34	245	358	105	78	44	86
		30%	30%	22%	32%	30%	30%	30%	32%	30%	25%	31%	29%	28%	29%	27%	29%
Mean		0.09	0.10	0.16	0.04	0.03	0.02	0.07	-0.03	0.15	0.16	0.07	0.09	0.11	0.09	0.11	0.03
Standard deviation		1.03	1.03	0.98	1.03	1.04	0.97	0.98	1.03	1.09	1.03	1.06	1.02	0.96	0.99	1.01	0.98
Standard error		0.02	0.05	0.09	0.06	0.10	0.07	0.07	0.09	0.06	0.09	0.04	0.03	0.05	0.06	0.08	0.06

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Absolutes/col percents

Table 146

Q19. To what extent to you agree or disagree with the following statements?**There is already plenty of information about how to identify and avoid suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Experience of suspicious texts/ calls		Mobile				Landline				None
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base		2080	842	917	1611	1519	496	633	796	563	526	342
Weighted base		2081	856	940	1605	1516	498	635	832	587	552	338
NET: Agree		765	303	331	568	533	176	226	286	204	181	145
		37%	35%	35%	35%	35%	35%	36%	34%	35%	33%	43%
Strongly agree	(+2)	162	70	75	122	116	50	48	58	37	40	31
		8%	8%	8%	8%	8%	10%	8%	7%	6%	7%	9%
Slightly agree	(+1)	603	233	256	447	417	125	178	227	167	141	114
		29%	27%	27%	28%	28%	25%	28%	27%	28%	25%	34%
Neither agree nor disagree	(0)	697	257	314	512	480	143	198	286	187	191	131
		34%	30%	33%	32%	32%	29%	31%	34%	32%	35%	39%
Slightly disagree	(-1)	502	233	241	423	405	136	169	214	159	150	55
		24%	27%	26%	26%	27%	27%	27%	26%	27%	27%	16%
Strongly disagree	(-2)	117	61	53	102	98	43	42	46	37	30	8
		6%	7%	6%	6%	6%	9%	7%	6%	6%	5%	2%
NET: Disagree		619	295	294	525	503	179	211	260	196	180	63
		30%	34%	31%	33%	33%	36%	33%	31%	33%	33%	19%
Mean		0.09	0.02	0.06	0.04	0.03	0.01	0.03	0.05	0.01	0.02	0.31
Standard deviation		1.03	1.08	1.03	1.05	1.05	1.13	1.06	1.02	1.03	1.02	0.93
Standard error		0.02	0.04	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.05

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Absolutes/col percents

Table 147

Q19. To what extent to you agree or disagree with the following statements?**It is easy to report suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land				
Unweighted base		2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173				
Weighted base		2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178				
NET: Agree		783 38%	108 48%	144 44%	134 40%	133 37%	208 31%	44 30%	265 45%	266 39%	208 31%	44 30%	49 57%	48 42%	108 27%	144 35%	399 39%	383 36%	434 38%	349 38%	91 39%	62 36%	65 37%	62 41%	63 33%	145 53%	100 35%	54 30%	681 39%	29 30%	55 31%				
Strongly agree	(+2)	229 11%	38 17%	47 13%	48 15%	25 7%	55 8%	15 10%	85 15%	74 11%	55 8%	15 10%	20 23%	15 13%	32 8%	38 9%	118 12%	111 10%	117 10%	112 12%	25 11%	23 13%	19 11%	14 9%	15 8%	43 16%	36 13%	9 5%	194 11%	10 10%	20 11%				
Slightly agree	(+1)	554 27%	70 31%	110 31%	85 26%	108 30%	152 23%	29 20%	179 31%	193 28%	152 23%	29 20%	29 34%	33 29%	76 19%	105 25%	281 28%	272 26%	316 27%	237 26%	66 29%	40 23%	46 26%	49 32%	48 25%	101 37%	65 23%	45 25%	487 28%	20 20%	35 20%				
Neither agree nor disagree	(0)	822 40%	77 34%	128 36%	127 38%	133 37%	283 43%	74 50%	205 35%	259 38%	283 43%	74 50%	25 29%	38 34%	178 45%	179 43%	388 38%	434 41%	436 38%	386 42%	88 38%	68 39%	75 42%	68 45%	89 46%	78 29%	107 37%	81 46%	680 39%	42 42%	75 42%				
Slightly disagree	(-1)	371 18%	34 15%	53 15%	57 17%	78 22%	128 19%	21 14%	87 15%	135 20%	128 19%	21 14%	9 10%	24 21%	79 20%	71 17%	176 17%	196 18%	221 19%	150 16%	41 18%	35 20%	28 16%	16 11%	26 13%	32 12%	62 22%	38 21%	294 17%	21 21%	43 24%				
Strongly disagree	(-2)	104 5%	8 4%	17 5%	14 4%	13 4%	44 7%	8 5%	25 4%	27 4%	44 7%	8 5%	3 3%	3 3%	30 8%	21 5%	51 5%	53 5%	62 5%	42 5%	12 5%	7 4%	10 5%	4 3%	14 8%	16 6%	16 6%	5 3%	90 5%	7 7%	5 3%				
NET: Disagree		475 23%	42 19%	70 20%	71 21%	91 26%	172 26%	29 20%	112 19%	162 24%	172 26%	29 20%	12 14%	27 24%	109 28%	92 22%	227 22%	249 23%	283 25%	192 21%	53 23%	42 24%	38 21%	21 14%	40 21%	48 18%	78 27%	43 24%	383 22%	28 28%	48 27%				
Mean		0.21	0.42	0.33	0.29	0.15	0.07	0.15	0.37	0.22	0.07	0.15	0.64	0.29	*	0.17	0.24	0.18	0.18	0.24	0.22	0.21	0.21	0.34	0.13	0.46	0.15	0.09	0.23	0.04	0.12				
Standard deviation		1.02	1.05	1.04	1.05	0.96	1.01	0.97	1.04	1.01	1.01	0.97	1.05	1.04	1.01	0.99	1.03	1.01	1.03	1.01	1.02	1.04	1.01	0.89	1.00	1.08	1.07	0.88	1.02	1.05	1.00				
Standard error		0.02	0.07	0.05	0.06	0.05	0.04	0.08	0.04	0.04	0.04	0.08	0.10	0.09	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.08	0.07	0.07	0.07	0.06	0.06	0.07	0.02	0.10	0.08				

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Absolutes/col percents

Table 148

Q19. To what extent to you agree or disagree with the following statements?**It is easy to report suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Phone network										Mobile O/S		Landline provider			
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple /	iPhone	Other	BT	Sky	TalkTa lk
Unweighted base		2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Agree		783	183	45	125	33	54	84	48	123	48	295	462	151	99	59	107
		38%	41%	37%	37%	31%	30%	39%	35%	41%	36%	38%	38%	40%	36%	36%	36%
Strongly agree	(+2)	229	63	10	29	10	11	26	20	34	18	95	130	38	25	13	33
		11%	14%	9%	9%	9%	6%	12%	14%	11%	13%	12%	11%	10%	9%	8%	11%
Slightly agree	(+1)	554	120	34	96	23	43	58	28	88	31	200	332	112	73	46	73
		27%	27%	28%	29%	22%	24%	27%	21%	29%	23%	26%	27%	30%	27%	28%	24%
Neither agree nor disagree	(0)	822	171	52	135	49	88	72	50	100	62	290	488	148	117	72	117
		40%	38%	43%	40%	47%	49%	34%	37%	33%	46%	37%	40%	40%	43%	44%	39%
Slightly disagree	(-1)	371	75	16	60	15	26	55	28	65	18	145	214	57	42	27	62
		18%	17%	13%	18%	14%	15%	26%	20%	22%	14%	19%	18%	15%	15%	17%	21%
Strongly disagree	(-2)	104	19	9	15	8	10	4	12	14	5	48	52	17	14	6	15
		5%	4%	8%	5%	8%	6%	2%	8%	5%	4%	6%	4%	5%	5%	4%	5%
NET: Disagree		475	94	25	75	23	36	59	39	79	24	193	266	74	56	34	77
		23%	21%	21%	22%	22%	20%	27%	29%	26%	18%	25%	22%	20%	21%	21%	26%
Mean		0.21	0.30	0.17	0.19	0.12	0.11	0.22	0.12	0.22	0.27	0.19	0.22	0.26	0.20	0.19	0.16
Standard deviation		1.02	1.04	1.02	0.98	1.01	0.92	1.01	1.14	1.05	0.99	1.07	1.00	0.99	0.99	0.94	1.04
Standard error		0.02	0.05	0.09	0.05	0.10	0.07	0.07	0.10	0.06	0.09	0.04	0.03	0.05	0.06	0.07	0.06

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 149

Q19. To what extent to you agree or disagree with the following statements?**It is easy to report suspicious calls/messages****Base: All respondents with a mobile and/or landline**

		Experience of suspicious texts/ calls			Mobile				Landline			None
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base		2080	842	917	1611	1519	496	633	796	563	526	342
Weighted base		2081	856	940	1605	1516	498	635	832	587	552	338
NET: Agree		783	311	367	612	578	191	259	293	198	197	126
		38%	36%	39%	38%	38%	38%	41%	35%	34%	36%	37%
Strongly agree	(+2)	229	97	106	186	183	67	80	78	55	52	38
		11%	11%	11%	12%	12%	13%	13%	9%	9%	9%	11%
Slightly agree	(+1)	554	214	260	426	395	125	179	215	142	145	88
		27%	25%	28%	27%	26%	25%	28%	26%	24%	26%	26%
Neither agree nor disagree	(0)	822	319	351	606	574	187	228	322	230	205	156
		40%	37%	37%	38%	38%	38%	36%	39%	39%	37%	46%
Slightly disagree	(-1)	371	170	164	298	281	88	104	166	120	115	50
		18%	20%	17%	19%	19%	18%	16%	20%	20%	21%	15%
Strongly disagree	(-2)	104	55	58	89	83	32	44	51	39	35	6
		5%	6%	6%	6%	6%	6%	7%	6%	7%	6%	2%
NET: Disagree		475	225	222	387	365	120	148	217	159	150	55
		23%	26%	24%	24%	24%	24%	23%	26%	27%	27%	16%
Mean		0.21	0.15	0.21	0.20	0.21	0.21	0.23	0.12	0.09	0.12	0.31
Standard deviation		1.02	1.07	1.05	1.05	1.05	1.08	1.09	1.03	1.04	1.04	0.91
Standard error		0.02	0.04	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.05	0.05

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 150

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious message sent by text****Base: All respondents with a mobile and/or landline**

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base		2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173			
Weighted base		2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178			
NET: Agree		1457 70%	165 73%	266 75%	240 73%	248 69%	441 67%	98 66%	431 74%	488 71%	441 67%	98 66%	59 69%	83 73%	265 66%	273 66%	737 73%	720 68%	813 71%	644 69%	161 69%	123 72%	118 66%	113 75%	135 70%	190 70%	203 71%	127 71%	1238 71%	68 68%	113 64%			
Strongly agree	(+2)	639 31%	83 36%	117 33%	107 32%	104 29%	192 29%	37 25%	199 34%	211 31%	192 29%	37 25%	36 42%	34 30%	124 31%	105 25%	363 36%	277 26%	341 30%	298 32%	69 30%	48 28%	62 35%	51 34%	60 31%	92 34%	89 31%	46 26%	547 31%	27 27%	52 29%			
Slightly agree	(+1)	818 39%	83 36%	149 42%	133 40%	144 40%	249 38%	60 41%	232 40%	277 40%	249 38%	60 41%	23 27%	49 43%	142 36%	168 40%	374 37%	444 42%	473 41%	345 37%	91 39%	75 44%	56 32%	62 41%	75 39%	98 36%	114 40%	81 45%	691 40%	41 41%	61 35%			
Neither agree nor disagree	(0)	442 21%	46 20%	60 17%	65 20%	87 24%	149 23%	36 24%	106 18%	152 22%	149 23%	36 24%	19 22%	23 21%	96 24%	89 21%	199 20%	243 23%	231 20%	211 23%	51 22%	31 18%	45 25%	30 20%	36 19%	57 21%	54 19%	38 21%	356 20%	27 27%	45 25%			
Slightly disagree	(-1)	154 7%	12 5%	25 7%	24 7%	17 5%	62 9%	14 9%	37 6%	40 6%	62 9%	14 9%	5 6%	6 5%	30 7%	46 11%	63 6%	91 8%	92 8%	62 7%	15 7%	14 8%	12 7%	5 3%	21 11%	17 6%	26 9%	12 7%	127 7%	3 3%	17 10%			
Strongly disagree	(-2)	28 1%	4 2%	4 1%	2 1%	6 2%	10 2%	1 1%	8 1%	8 1%	10 2%	1 1%	2 3%	1 1%	5 1%	6 2%	15 2%	13 1%	17 1%	11 1%	4 2%	4 2%	3 2%	2 2%	- -	7 2%	1 *	2 1%	23 1%	2 2%	2 1%			
NET: Disagree		182 9%	16 7%	30 8%	26 8%	22 6%	73 11%	15 10%	46 8%	48 7%	73 11%	15 10%	8 9%	7 6%	35 9%	53 13%	78 8%	103 10%	108 9%	73 8%	20 8%	18 10%	15 9%	7 5%	21 11%	23 9%	27 10%	13 8%	150 9%	5 5%	19 11%			
Mean		0.91	1.00	0.98	0.96	0.91	0.83	0.80	0.99	0.93	0.83	0.80	1.00	0.96	0.88	0.77	0.99	0.83	0.89	0.92	0.89	0.87	0.91	1.02	0.90	0.93	0.92	0.89	0.92	0.89	0.81			
Standard deviation		0.96	0.97	0.95	0.93	0.93	1.00	0.95	0.95	0.93	1.00	0.95	1.07	0.90	0.98	1.00	0.97	0.95	0.97	0.96	0.97	0.98	1.01	0.90	0.96	1.01	0.95	0.90	0.96	0.90	1.00			
Standard error		0.02	0.06	0.05	0.05	0.05	0.04	0.08	0.04	0.04	0.04	0.08	0.10	0.08	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.08	0.07	0.07	0.07	0.06	0.06	0.07	0.02	0.09	0.08			

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Absolutes/col percents

Table 151

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious message sent by text****Base: All respondents with a mobile and/or landline**

		Phone network									Mobile O/S		Landline provider				
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base		2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Agree		1457	336	80	229	77	107	151	105	206	97	560	847	255	190	117	208
		70%	75%	65%	68%	73%	60%	70%	76%	68%	72%	72%	70%	69%	70%	71%	69%
Strongly agree	(+2)	639	157	33	83	36	43	72	46	95	39	226	390	102	78	55	89
		31%	35%	27%	25%	34%	24%	34%	34%	32%	29%	29%	32%	27%	29%	34%	30%
Slightly agree	(+1)	818	179	47	146	41	64	79	58	111	58	333	457	153	112	61	119
		39%	40%	38%	44%	39%	36%	37%	42%	37%	43%	43%	38%	41%	41%	37%	40%
Neither agree nor disagree	(0)	442	83	29	85	20	47	47	22	62	27	155	262	90	59	34	67
		21%	19%	24%	25%	19%	26%	22%	16%	21%	20%	20%	22%	24%	22%	21%	22%
Slightly disagree	(-1)	154	26	10	19	5	22	13	9	30	8	54	92	24	18	13	22
		7%	6%	8%	6%	5%	12%	6%	7%	10%	6%	7%	8%	6%	7%	8%	7%
Strongly disagree	(-2)	28	3	4	3	3	2	4	2	3	2	9	16	4	4	-	3
		1%	1%	3%	1%	3%	1%	2%	1%	1%	2%	1%	1%	1%	2%	-	1%
NET: Disagree		182	28	14	22	8	24	17	11	33	11	63	108	28	22	13	25
		9%	6%	11%	6%	8%	13%	8%	8%	11%	8%	8%	9%	7%	8%	8%	8%
Mean		0.91	1.03	0.78	0.86	0.97	0.70	0.94	1.01	0.88	0.92	0.92	0.91	0.87	0.89	0.96	0.90
Standard deviation		0.96	0.91	1.03	0.88	1.00	1.01	0.99	0.94	1.00	0.95	0.93	0.97	0.92	0.95	0.94	0.95
Standard error		0.02	0.04	0.09	0.05	0.09	0.08	0.07	0.08	0.06	0.08	0.03	0.03	0.05	0.06	0.07	0.06

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Absolutes/col percents

Table 152

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious message sent by text****Base: All respondents with a mobile and/or landline**

		Experience of suspicious texts/ calls		Mobile				Landline				None
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None	
Unweighted base	2080	842	917	1611	1519	496	633	796	563	526	342	
Weighted base	2081	856	940	1605	1516	498	635	832	587	552	338	
NET: Agree	1457	625	696	1144	1074	374	478	595	422	400	221	
	70%	73%	74%	71%	71%	75%	75%	72%	72%	72%	65%	
Strongly agree	(+2) 639	290	308	503	472	182	221	251	186	165	95	
	31%	34%	33%	31%	31%	37%	35%	30%	32%	30%	28%	
Slightly agree	(+1) 818	335	388	642	603	192	257	344	236	235	126	
	39%	39%	41%	40%	40%	39%	40%	41%	40%	43%	37%	
Neither agree nor disagree	(0) 442	156	168	315	299	84	107	166	115	108	92	
	21%	18%	18%	20%	20%	17%	17%	20%	20%	20%	27%	
Slightly disagree	(-1) 154	61	65	125	121	29	42	61	42	39	19	
	7%	7%	7%	8%	8%	6%	7%	7%	7%	7%	6%	
Strongly disagree	(-2) 28	13	11	21	21	11	8	10	8	5	6	
	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	
NET: Disagree	182	75	76	146	142	40	50	71	50	45	25	
	9%	9%	8%	9%	9%	8%	8%	9%	8%	8%	7%	
Mean	0.91	0.97	0.98	0.92	0.91	1.02	1.01	0.92	0.94	0.93	0.84	
Standard deviation	0.96	0.97	0.94	0.97	0.97	0.98	0.95	0.95	0.96	0.93	0.96	
Standard error	0.02	0.03	0.03	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.05	

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Absolutes/col percents

Table 153

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious live voice call or recorded message****Base: All respondents with a mobile and/or landline**

		Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land				
Unweighted base		2080	258	359	333	357	635	138	617	690	635	138	106	122	392	381	1028	1052	1131	949	207	151	199	149	200	298	280	167	1736	104	173				
Weighted base		2081	227	355	331	357	663	148	582	687	663	148	86	113	396	415	1014	1066	1153	927	231	172	178	151	192	271	285	178	1744	99	178				
NET: Agree		1521 73%	176 78%	264 74%	239 72%	260 73%	477 72%	105 71%	440 76%	499 73%	477 72%	105 71%	66 77%	88 78%	286 72%	295 71%	761 75%	760 71%	848 73%	673 73%	170 73%	125 73%	124 70%	120 80%	144 75%	196 73%	203 71%	134 76%	1288 74%	74 74%	120 68%				
Strongly agree	(+2)	680 33%	90 40%	122 34%	104 31%	120 34%	208 31%	36 24%	212 36%	224 33%	208 31%	36 24%	40 46%	36 32%	126 32%	118 29%	373 37%	307 29%	356 31%	324 35%	79 34%	50 29%	59 33%	57 38%	63 33%	91 34%	98 34%	53 30%	583 33%	29 29%	56 32%				
Slightly agree	(+1)	840 40%	86 38%	142 40%	135 41%	140 39%	268 40%	69 46%	228 39%	276 40%	268 40%	69 46%	27 31%	52 46%	160 41%	177 43%	388 38%	453 42%	491 43%	349 38%	91 40%	75 43%	65 37%	63 42%	81 42%	105 39%	105 37%	81 46%	705 40%	45 46%	64 36%				
Neither agree nor disagree	(0)	399 19%	36 16%	62 18%	71 21%	78 22%	123 19%	30 20%	98 17%	148 22%	123 19%	30 20%	13 15%	19 17%	80 20%	73 18%	184 18%	215 20%	209 18%	190 21%	45 19%	29 17%	41 23%	22 15%	34 18%	53 20%	56 20%	33 19%	323 19%	22 22%	40 22%				
Slightly disagree	(-1)	130 6%	11 5%	23 6%	16 5%	15 4%	53 8%	12 8%	34 6%	31 5%	53 8%	12 8%	4 5%	5 4%	24 6%	41 10%	51 5%	80 7%	79 7%	52 6%	14 6%	17 10%	10 5%	5 3%	12 6%	14 5%	24 9%	9 5%	109 6%	1 1%	16 9%				
Strongly disagree	(-2)	30 1%	4 2%	6 2%	5 2%	3 1%	11 2%	1 1%	10 2%	9 1%	11 2%	1 1%	2 3%	2 1%	6 1%	6 1%	18 2%	12 1%	18 2%	12 1%	3 1%	1 1%	3 2%	3 2%	3 1%	8 3%	1 *	2 1%	24 1%	3 3%	2 1%				
NET: Disagree		161 8%	15 7%	29 8%	21 6%	18 5%	64 10%	13 9%	44 8%	40 6%	64 10%	13 9%	7 8%	6 6%	30 7%	47 11%	69 7%	92 9%	97 8%	64 7%	16 7%	19 11%	13 7%	8 5%	14 7%	21 8%	26 9%	10 6%	133 8%	4 4%	18 10%				
Mean		0.97	1.09	0.99	0.96	1.00	0.92	0.85	1.03	0.98	0.92	0.85	1.13	1.03	0.95	0.87	1.03	0.90	0.94	0.99	0.99	0.90	0.94	1.10	0.99	0.95	0.96	0.98	0.98	0.96	0.88				
Standard deviation		0.95	0.95	0.97	0.93	0.90	0.98	0.91	0.96	0.91	0.98	0.91	1.03	0.89	0.95	0.99	0.96	0.94	0.95	0.95	0.94	0.96	0.97	0.92	0.94	0.99	0.96	0.88	0.94	0.91	0.99				
Standard error		0.02	0.06	0.05	0.05	0.05	0.04	0.08	0.04	0.03	0.04	0.08	0.10	0.08	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.08	0.07	0.08	0.07	0.06	0.06	0.07	0.02	0.09	0.08				

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Absolutes/col percents

Table 154

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious live voice call or recorded message****Base: All respondents with a mobile and/or landline**

		Phone network										Mobile O/S		Landline provider			
		Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base		2080	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2081	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Agree		1521	351	80	233	80	120	156	107	217	105	575	894	272	200	118	215
		73%	78%	66%	69%	77%	67%	72%	77%	72%	78%	74%	73%	73%	74%	72%	72%
Strongly agree	(+2)	680	168	38	86	42	47	78	48	96	46	234	425	108	85	50	93
		33%	38%	31%	26%	40%	26%	36%	35%	32%	34%	30%	35%	29%	31%	30%	31%
Slightly agree	(+1)	840	183	42	147	38	73	77	59	122	59	341	469	164	115	68	122
		40%	41%	34%	44%	37%	41%	36%	43%	40%	44%	44%	39%	44%	42%	42%	41%
Neither agree nor disagree	(0)	399	70	32	83	16	35	46	23	54	23	145	232	76	52	30	65
		19%	16%	26%	25%	15%	19%	21%	16%	18%	17%	19%	19%	20%	19%	18%	22%
Slightly disagree	(-1)	130	24	7	16	6	21	10	9	25	3	45	78	21	14	16	17
		6%	5%	5%	5%	6%	12%	5%	6%	8%	2%	6%	6%	6%	5%	10%	6%
Strongly disagree	(-2)	30	3	3	4	2	2	4	-	4	4	12	12	4	6	1	3
		1%	1%	3%	1%	2%	1%	2%	-	1%	3%	2%	1%	1%	2%	*	1%
NET: Disagree		161	26	10	19	8	23	14	9	29	7	57	90	25	20	17	19
		8%	6%	8%	6%	8%	13%	7%	6%	10%	5%	7%	7%	7%	7%	10%	6%
Mean		0.97	1.10	0.86	0.88	1.07	0.79	1.00	1.06	0.93	1.04	0.95	1.00	0.94	0.95	0.91	0.96
Standard deviation		0.95	0.89	1.01	0.88	0.99	1.00	0.97	0.87	0.98	0.92	0.93	0.94	0.90	0.96	0.95	0.91
Standard error		0.02	0.04	0.09	0.05	0.09	0.08	0.07	0.07	0.06	0.08	0.03	0.03	0.05	0.06	0.08	0.05

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Absolutes/col percents

Table 155

Q19. To what extent to you agree or disagree with the following statements?**I am confident that I will not fall victim to a suspicious live voice call or recorded message****Base: All respondents with a mobile and/or landline**

		Experience of suspicious texts/calls			Mobile				Landline		
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message
Unweighted base		2080	842	917	1611	1519	496	633	796	563	526
Weighted base		2081	856	940	1605	1516	498	635	832	587	552
NET: Agree		1521	629	713	1186	1117	371	489	596	422	404
		73%	74%	76%	74%	74%	75%	77%	72%	72%	73%
Strongly agree	(+2)	680	302	316	535	506	187	226	258	194	169
		33%	35%	34%	33%	33%	38%	36%	31%	33%	31%
Slightly agree	(+1)	840	328	398	651	612	184	264	339	229	235
		40%	38%	42%	41%	40%	37%	42%	41%	39%	43%
Neither agree nor disagree	(0)	399	152	153	290	273	89	103	161	116	98
		19%	18%	16%	18%	18%	18%	16%	19%	20%	18%
Slightly disagree	(-1)	130	61	63	107	105	25	36	62	42	44
		6%	7%	7%	7%	7%	5%	6%	8%	7%	8%
Strongly disagree	(-2)	30	14	10	22	21	12	6	12	7	7
		1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
NET: Disagree		161	75	73	129	126	37	42	75	49	50
		8%	9%	8%	8%	8%	7%	7%	9%	8%	9%
Mean		0.97	0.98	1.01	0.98	0.97	1.02	1.05	0.92	0.95	0.94
Standard deviation		0.95	0.98	0.93	0.95	0.96	0.99	0.91	0.96	0.96	0.95
Standard error		0.02	0.03	0.03	0.02	0.02	0.04	0.04	0.03	0.04	0.04

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ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 156

Q20a. Thinking of your personal mobile phone, which network are you on?

Base: All with a mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation				
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humberside	West Midlands	East Midlands	East-ern London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171	
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175	
EE/BT Mobile	448 22%	47 21%	74 21%	83 25%	69 20%	143 22%	31 23%	122 21%	152 22%	143 22%	31 23%	20 24%	25 22%	81 21%	94 23%	208 21%	240 23%	257 23%	191 21%	50 22%	31 18%	43 25%	33 22%	34 18%	71 26%	53 19%	35 20%	370 22%	25 25%	44 25%	
O2	335 16%	28 13%	68 19%	66 20%	52 15%	102 16%	19 14%	96 17%	118 17%	102 16%	19 14%	8 10%	16 15%	46 12%	75 19%	140 14%	195 19%	185 16%	150 17%	40 18%	30 18%	29 17%	24 16%	33 18%	41 15%	40 15%	16 10%	265 16%	10 10%	35 20%	
Vodafone	301 15%	32 14%	59 17%	51 16%	50 14%	87 13%	23 17%	90 16%	102 15%	87 13%	23 17%	12 15%	16 14%	61 16%	49 12%	152 15%	149 14%	184 16%	117 13%	31 14%	22 13%	17 10%	18 12%	31 17%	47 17%	51 18%	31 18%	257 15%	13 13%	24 14%	
Three	216 11%	35 16%	59 17%	33 10%	40 11%	43 7%	6 4%	94 16%	73 11%	43 7%	6 4%	15 19%	13 12%	22 6%	27 7%	121 12%	94 9%	116 10%	100 11%	21 9%	15 9%	28 16%	18 12%	13 7%	33 12%	28 10%	19 11%	186 11%	8 8%	18 10%	
Tesco Mobile	178 9%	16 7%	17 5%	24 7%	33 9%	67 10%	21 15%	34 6%	56 8%	67 10%	21 15%	6 8%	8 7%	41 11%	47 12%	82 8%	96 9%	91 8%	87 10%	19 8%	12 7%	15 8%	12 8%	27 15%	14 5%	26 10%	15 9%	146 9%	10 10%	18 10%	
Virgin Mobile	138 7%	11 5%	11 3%	12 4%	21 6%	72 11%	11 8%	22 4%	33 5%	72 11%	11 8%	4 5%	6 5%	46 12%	37 9%	74 7%	64 6%	73 6%	65 7%	13 6%	20 12%	6 4%	5 3%	12 6%	17 6%	20 7%	21 12%	120 7%	10 10%	6 4%	
Giff-Gaff	122 6%	16 7%	24 7%	19 6%	22 6%	38 6%	3 3%	40 7%	41 6%	38 6%	3 3%	6 8%	8 7%	18 5%	23 6%	53 5%	69 7%	75 7%	48 5%	15 6%	13 8%	11 6%	8 5%	14 8%	15 5%	11 4%	12 7%	106 6%	3 3%	9 5%	
Sky Mobile	104 5%	9 4%	16 4%	19 6%	24 7%	31 5%	6 5%	25 4%	43 6%	31 5%	6 5%	4 5%	4 4%	25 7%	12 3%	58 6%	46 4%	54 5%	51 6%	10 5%	6 4%	10 6%	6 4%	6 3%	10 4%	21 8%	11 6%	84 5%	6 7%	11 6%	
iD Mobile	41 2%	6 2%	6 2%	4 1%	9 2%	14 2%	2 2%	12 2%	13 2%	14 2%	2 2%	2 2%	2 2%	11 3%	6 1%	25 3%	16 2%	23 2%	18 2%	7 3%	4 2%	1 1%	6 4%	2 1%	7 3%	5 2%	5 3%	38 2%	1 1%	2 1%	
Lycamobile	9 *	3 1%	1 *	1 *	4 1%	1 *	- -	4 1%	4 1%	1 *	- -	- -	2 2%	- -	1 *	2 *	7 1%	4 *	5 1%	2 1%	- -	3 2%	- -	- -	* *	2 1%	- -	- -	8 *	1 1%	- -
Other	135 7%	17 8%	19 5%	17 5%	27 8%	40 6%	15 11%	36 6%	43 6%	40 6%	15 11%	4 5%	11 10%	29 8%	26 7%	72 7%	63 6%	72 6%	62 7%	19 8%	14 8%	10 6%	15 10%	13 7%	10 4%	19 7%	8 5%	116 7%	10 10%	8 4%	
Don't know	9 *	3 1%	- -	1 *	2 1%	3 *	- -	3 1%	4 1%	3 *	- -	1 1%	1 1%	- -	3 1%	1 *	8 1%	2 *	8 1%	- -	- -	2 1%	4 3%	1 *	2 1%	- -	- -	8 *	1 1%	- -	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 157

Q20a. Thinking of your personal mobile phone, which network are you on?**Base: All with a mobile phone**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278	
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288	
EE/BT Mobile	448	448	-	-	-	-	-	-	-	-	186	260	128	30	25	40	
	22%	100%	-	-	-	-	-	-	-	-	24%	21%	35%	11%	16%	14%	
O2	335	-	-	335	-	-	-	-	-	-	143	185	75	53	30	40	
	16%	-	-	100%	-	-	-	-	-	-	18%	15%	21%	20%	19%	14%	
Vodafone	301	-	-	-	-	-	-	-	301	-	115	180	55	33	15	32	
	15%	-	-	-	-	-	-	-	100%	-	15%	15%	15%	12%	10%	11%	
Three	216	-	-	-	-	-	216	-	-	-	86	129	31	23	24	33	
	11%	-	-	-	-	-	100%	-	-	-	11%	11%	8%	9%	15%	12%	
Tesco Mobile	178	-	-	-	-	178	-	-	-	-	54	114	29	25	30	21	
	9%	-	-	-	-	100%	-	-	-	-	7%	9%	8%	10%	19%	7%	
Virgin Mobile	138	-	-	-	-	-	-	138	-	-	51	85	12	11	6	75	
	7%	-	-	-	-	-	-	100%	-	-	7%	7%	3%	4%	4%	26%	
Giff-Gaff	122	-	122	-	-	-	-	-	-	-	41	79	15	16	5	15	
	6%	-	100%	-	-	-	-	-	-	-	5%	6%	4%	6%	3%	5%	
Sky Mobile	104	-	-	-	104	-	-	-	-	-	50	51	2	60	4	4	
	5%	-	-	-	100%	-	-	-	-	-	6%	4%	1%	22%	2%	1%	
iD Mobile	41	-	-	-	-	-	-	-	-	-	12	29	4	4	7	11	
	2%	-	-	-	-	-	-	-	-	-	1%	2%	1%	1%	5%	4%	
Lycamobile	9	-	-	-	-	-	-	-	-	-	3	6	*	1	-	3	
	*	-	-	-	-	-	-	-	-	-	*	*	*	*	-	1%	
Other	135	-	-	-	-	-	-	-	-	135	35	97	11	12	11	12	
	7%	-	-	-	-	-	-	-	-	100%	5%	8%	3%	5%	7%	4%	
Don't know	9	-	-	-	-	-	-	-	-	-	2	2	-	-	-	1	
	*	-	-	-	-	-	-	-	-	-	*	*	-	-	-	*	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 158

Q20a. Thinking of your personal mobile phone, which network are you on?**Base: All with a mobile phone**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Total		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
		Any voice call	Any recorded message								
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
EE/BT Mobile	448 22%	180 22%	222 24%	372 23%	356 23%	116 23%	158 25%	186 23%	118 21%	132 25%	58 18%
O2	335 16%	130 16%	143 16%	276 17%	262 17%	81 16%	103 16%	120 15%	91 16%	77 15%	45 14%
Vodafone	301 15%	138 17%	139 15%	237 15%	222 15%	86 17%	92 15%	115 14%	84 15%	76 14%	50 15%
Three	216 11%	73 9%	93 10%	151 9%	138 9%	41 8%	65 10%	81 10%	52 9%	51 10%	51 16%
Tesco Mobile	178 9%	69 8%	87 9%	140 9%	135 9%	35 7%	60 9%	73 9%	50 9%	54 10%	24 7%
Virgin Mobile	138 7%	67 8%	70 8%	112 7%	107 7%	40 8%	50 8%	75 9%	55 10%	50 9%	19 6%
Giff-Gaff	122 6%	46 6%	41 4%	92 6%	88 6%	27 5%	29 5%	37 5%	30 5%	21 4%	25 8%
Sky Mobile	104 5%	38 5%	51 6%	89 6%	85 6%	26 5%	36 6%	36 5%	20 4%	24 5%	11 3%
iD Mobile	41 2%	24 3%	18 2%	30 2%	27 2%	13 3%	10 2%	20 2%	16 3%	14 3%	6 2%
Lycamobile	9 *	1 *	2 *	3 *	3 *	1 *	* *	2 *	* *	1 *	5 1%
Other	135 7%	56 7%	52 6%	99 6%	89 6%	27 6%	33 5%	51 6%	38 7%	29 6%	27 8%
Don't know	9 *	6 1%	1 *	4 *	4 *	4 1%	- -	6 1%	6 1%	1 *	3 1%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 159

Q20b. What type of mobile phone do you have?**Base: All with a mobile phone**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2040	255	358	331	353	616	127	613	684	616	127	104	121	376	367	1004	1036	1115	925	202	146	196	147	195	297	270	163	1700	103	171		
Weighted base	2036	223	354	329	352	641	136	577	681	641	136	83	112	379	399	988	1048	1136	900	226	166	175	149	186	270	275	173	1704	98	175		
Apple / iPhone	778 38%	145 65%	164 46%	105 32%	126 36%	207 32%	30 22%	309 53%	231 34%	207 32%	30 22%	48 58%	82 73%	102 27%	136 34%	332 34%	446 43%	473 42%	305 34%	68 30%	65 39%	70 40%	56 37%	68 37%	126 47%	104 38%	63 36%	654 38%	38 39%	61 35%		
Other	1217 60%	75 34%	187 53%	217 66%	223 63%	413 64%	101 74%	262 45%	440 65%	413 64%	101 74%	34 41%	30 26%	265 70%	250 63%	638 65%	579 55%	651 57%	566 63%	155 69%	98 59%	99 57%	90 61%	112 60%	140 52%	167 61%	107 62%	1014 59%	60 61%	110 63%		
Don't know	41 2%	3 1%	3 1%	7 2%	4 1%	21 3%	4 3%	6 1%	10 2%	21 3%	4 3%	1 1%	1 1%	12 3%	13 3%	18 2%	23 2%	12 1%	29 3%	3 1%	3 2%	5 3%	3 2%	5 3%	5 2%	4 1%	3 2%	36 2%	- -	4 2%		

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 160

Q20b. What type of mobile phone do you have?**Base: All with a mobile phone**

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2040	439	129	337	112	174	213	139	304	132	768	1233	360	267	151	278
Weighted base	2036	448	122	335	104	178	216	138	301	135	778	1217	364	266	157	288
Apple / iPhone	778 38%	186 41%	41 34%	143 43%	50 48%	54 30%	86 40%	51 37%	115 38%	35 26%	778 100%	-	140 38%	103 39%	50 32%	105 37%
Other	1217 60%	260 58%	79 64%	185 55%	51 49%	114 64%	129 60%	85 62%	180 60%	97 72%	-	1217 100%	220 60%	158 59%	102 65%	177 62%
Don't know	41 2%	2 *	3 2%	6 2%	4 3%	10 5%	1 *	1 1%	7 2%	2 2%	-	-	4 1%	5 2%	5 3%	5 2%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 161

Q20b. What type of mobile phone do you have?

Base: All with a mobile phone

	Experience of suspicious texts/ calls										
	Total	Any		Mobile				Landline			
		voice call	recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None
Unweighted base	2040	819	897	1611	1519	496	633	769	540	506	329
Weighted base	2036	829	918	1605	1516	498	635	802	560	531	324
Apple / iPhone	778 38%	320 39%	356 39%	649 40%	621 41%	207 42%	272 43%	292 36%	204 36%	184 35%	111 34%
Other	1217 60%	490 59%	548 60%	928 58%	868 57%	280 56%	354 56%	492 61%	343 61%	338 64%	203 63%
Don't know	41 2%	19 2%	14 2%	29 2%	27 2%	11 2%	9 1%	18 2%	13 2%	9 2%	10 3%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 162

Q21. Which company do you/ your household use for its landline telephone service?**Base: All with a landline**

	Age 1							Age 2				Age/Gender		Gender		Social Grade		Region							Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East-ern	London	South East	South West	Eng-land	Scot-land
Unweighted base	1456	162	172	203	266	521	132	334	469	521	132	330	323	741	715	795	661	129	98	144	154	200	190	128	1205	121
Weighted base	1492	150	174	201	270	554	143	324	471	554	143	339	359	745	747	832	660	152	116	133	153	189	196	138	1241	128
BT	372 25%	36 24%	45 26%	43 22%	66 24%	145 26%	36 25%	81 25%	110 23%	145 26%	36 25%	89 26%	93 26%	195 26%	177 24%	231 28%	142 21%	34 22%	28 24%	26 20%	43 28%	55 29%	48 24%	43 31%	314 25%	33 25%
Virgin Media	300 20%	30 20%	25 14%	43 22%	51 19%	123 22%	28 20%	54 17%	94 20%	123 22%	28 20%	77 23%	75 21%	151 20%	149 20%	156 19%	144 22%	30 20%	27 23%	27 20%	26 17%	34 18%	39 20%	25 18%	254 20%	22 17%
Sky	272 18%	24 16%	40 23%	41 21%	55 20%	96 17%	16 11%	64 20%	96 20%	96 17%	16 11%	53 16%	59 16%	136 18%	136 18%	139 17%	133 20%	26 17%	22 19%	25 18%	25 16%	33 17%	43 22%	26 19%	222 18%	27 21%
TalkTalk	165 11%	16 11%	16 9%	16 8%	22 8%	67 12%	28 20%	32 10%	38 8%	67 12%	28 20%	52 15%	44 12%	87 12%	78 10%	94 11%	70 11%	19 13%	19 16%	21 16%	13 8%	12 6%	20 10%	12 8%	133 11%	17 13%
Plusnet	91 6%	3 2%	6 4%	14 7%	24 9%	39 7%	6 4%	9 3%	38 8%	39 7%	6 4%	17 5%	27 8%	42 6%	49 7%	52 6%	39 6%	11 7%	5 4%	8 6%	13 8%	6 3%	13 6%	6 4%	74 6%	3 2%
Vodafone	75 5%	13 8%	16 9%	10 5%	14 5%	16 3%	7 5%	28 9%	24 5%	16 3%	7 5%	11 3%	12 3%	39 5%	36 5%	46 6%	29 4%	5 3%	1 1%	6 5%	8 5%	20 11%	5 2%	10 7%	61 5%	6 4%
EE	70 5%	11 7%	11 6%	10 5%	11 4%	22 4%	5 4%	22 7%	21 4%	22 4%	5 4%	14 4%	13 4%	34 5%	36 5%	38 5%	32 5%	13 9%	3 2%	8 6%	3 2%	15 8%	7 3%	1 1%	56 4%	11 9%
Now/Now Broadband	32 2%	1 *	4 2%	8 4%	3 1%	12 2%	4 3%	5 1%	11 2%	12 2%	4 3%	7 2%	10 3%	15 2%	18 2%	13 2%	19 3%	3 2%	2 2%	2 2%	6 4%	2 1%	5 3%	1 1%	26 2%	3 2%
Post Office	16 1%	1 1%	- -	* *	6 2%	4 1%	5 3%	1 *	7 1%	4 1%	5 3%	3 1%	6 2%	5 1%	12 2%	10 1%	6 1%	3 2%	- -	1 1%	8 5%	1 *	3 1%	- -	16 1%	- -
Other	65 4%	4 3%	2 1%	7 3%	16 6%	29 5%	8 6%	6 2%	23 5%	29 5%	8 6%	17 5%	20 5%	31 4%	34 5%	30 4%	35 5%	6 4%	10 8%	4 3%	6 4%	2 1%	11 5%	14 10%	59 5%	4 3%
Don't know	34 2%	11 7%	10 6%	7 3%	4 1%	2 *	- -	22 7%	10 2%	2 *	- -	- -	2 *	11 1%	23 3%	21 3%	12 2%	2 1%	- -	6 4%	3 2%	9 5%	4 2%	1 1%	27 2%	2 2%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 163

Q21. Which company do you/ your household use for its landline telephone service?**Base: All with a landline**

	Phone network							Mobile O/S		Landline provider				
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	1456	305	238	125	142	110	199	520	867	369	272	158	288	
Weighted base	1492	317	241	131	149	115	200	538	879	372	272	165	300	
BT	372 25%	128 40%	75 31%	29 22%	31 21%	12 11%	55 28%	140 26%	220 25%	372 100%	-	-	-	
Virgin Media	300 20%	40 13%	40 17%	21 16%	33 22%	75 66%	32 16%	105 20%	177 20%	-	-	-	300 100%	
Sky	272 18%	30 9%	53 22%	25 19%	23 15%	11 10%	33 16%	103 19%	158 18%	-	272 100%	-	-	
TalkTalk	165 11%	25 8%	30 12%	30 23%	24 16%	6 5%	15 8%	50 9%	102 12%	-	-	165 100%	-	
Plusnet	91 6%	12 4%	12 5%	8 6%	12 8%	2 2%	8 4%	24 4%	61 7%	-	-	-	-	
Vodafone	75 5%	6 2%	6 3%	3 2%	4 3%	2 1%	44 22%	34 6%	39 4%	-	-	-	-	
EE	70 5%	50 16%	4 2%	3 2%	1 1%	-	3 1%	30 6%	37 4%	-	-	-	-	
Now/Now Broadband	32 2%	7 2%	5 2%	5 4%	6 4%	1 1%	3 1%	11 2%	20 2%	-	-	-	-	
Post Office	16 1%	2 1%	2 1%	3 3%	-	3 2%	2 1%	3 1%	11 1%	-	-	-	-	
Other	65 4%	10 3%	9 4%	4 3%	9 6%	3 3%	3 1%	22 4%	40 5%	-	-	-	-	
Don't know	34 2%	7 2%	5 2%	-	6 4%	-	2 1%	16 3%	13 2%	-	-	-	-	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 164

Q21. Which company do you/ your household use for its landline telephone service?**Base: All with a landline**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	1456	677	688	1083	1028	331	404	796	563	526	246
Weighted base	1492	702	718	1106	1055	344	414	832	587	552	249
BT	372 25%	192 27%	206 29%	288 26%	281 27%	78 23%	120 29%	247 30%	170 29%	157 28%	45 18%
Virgin Media	300 20%	147 21%	143 20%	225 20%	217 21%	82 24%	80 19%	174 21%	125 21%	120 22%	47 19%
Sky	272 18%	116 16%	121 17%	215 19%	203 19%	75 22%	75 18%	127 15%	86 15%	87 16%	40 16%
TalkTalk	165 11%	83 12%	70 10%	114 10%	105 10%	38 11%	37 9%	94 11%	74 13%	56 10%	31 12%
Plusnet	91 6%	41 6%	42 6%	62 6%	57 5%	13 4%	19 5%	51 6%	39 7%	35 6%	21 8%
Vodafone	75 5%	31 4%	38 5%	56 5%	55 5%	17 5%	21 5%	35 4%	19 3%	26 5%	15 6%
EE	70 5%	30 4%	44 6%	57 5%	51 5%	17 5%	30 7%	44 5%	22 4%	32 6%	10 4%
Now/Now Broadband	32 2%	17 2%	19 3%	23 2%	22 2%	3 1%	11 3%	17 2%	14 2%	12 2%	5 2%
Post Office	16 1%	9 1%	7 1%	9 1%	9 1%	2 1%	2 1%	9 1%	9 2%	7 1%	3 1%
Other	65 4%	28 4%	25 4%	39 3%	35 3%	11 3%	14 3%	27 3%	24 4%	18 3%	18 7%
Don't know	34 2%	7 1%	4 *	19 2%	19 2%	6 2%	3 1%	7 1%	5 1%	2 *	15 6%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 168
Gender
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
Male	1038 49%	100 43%	172 47%	187 55%	178 48%	321 48%	81 54%	272 46%	365 51%	321 48%	81 54%	87 100%	-	402 100%	-	1038 100%	-	586 50%	453 48%	117 50%	69 39%	100 55%	74 48%	87 44%	153 55%	135 47%	92 51%	877 49%	43 43%	92 51%
Female	1086 51%	130 57%	193 53%	152 45%	192 52%	350 52%	70 46%	323 54%	344 49%	350 52%	70 46%	-	113 100%	-	419 100%	-	1086 100%	587 50%	499 52%	119 50%	107 61%	83 45%	79 52%	111 56%	127 45%	154 53%	90 49%	908 51%	57 57%	88 49%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 169

Gender**Base: All respondents**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Male	1038 49%	208 46%	53 43%	140 42%	58 56%	82 46%	121 56%	74 54%	152 50%	72 53%	332 43%	638 52%	195 52%	136 50%	87 53%	151 50%	
Female	1086 51%	240 54%	69 57%	195 58%	46 44%	96 54%	94 44%	64 46%	149 50%	63 47%	446 57%	579 48%	177 48%	136 50%	78 47%	149 50%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 170
Gender
Base: All respondents

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Male	1038	419	442	762	716	254	305	399	283	261	208
	49%	49%	47%	47%	47%	51%	48%	48%	48%	47%	54%
Female	1086	436	498	844	801	243	330	433	304	292	174
	51%	51%	53%	53%	53%	49%	52%	52%	52%	53%	46%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 171

Age**Base: All respondents**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
16-17	29 1%	29 13%	-	-	-	-	-	29 5%	-	-	-	-	-	-	-	13 1%	16 2%	25 2%	4 *	2 1%	2 1%	2 1%	1 1%	3 2%	5 2%	6 2%	4 2%	26 1%	1 1%	1 1%		
18-24	200 9%	200 87%	-	-	-	-	-	200 34%	-	-	-	87 100%	113 100%	-	-	87 8%	113 10%	130 11%	71 7%	18 8%	14 8%	22 12%	14 9%	12 6%	56 20%	23 8%	11 6%	176 10%	9 9%	14 8%		
25-34	365 17%	-	365 100%	-	-	-	-	365 61%	-	-	-	-	-	-	-	172 17%	193 18%	197 17%	168 18%	41 17%	34 19%	46 25%	26 17%	23 12%	61 22%	41 14%	27 15%	309 17%	10 10%	33 18%		
35-44	338 16%	-	-	338 100%	-	-	-	-	338 48%	-	-	-	-	-	-	187 18%	152 14%	165 14%	173 18%	39 17%	35 20%	24 13%	26 17%	30 15%	49 17%	40 14%	29 16%	284 16%	10 10%	30 16%		
45-54	370 17%	-	-	-	370 100%	-	-	-	370 52%	-	-	-	-	-	-	178 17%	192 18%	192 16%	178 19%	47 20%	25 14%	32 17%	30 19%	32 16%	36 13%	47 16%	39 21%	308 17%	18 19%	36 20%		
55-64	325 15%	-	-	-	-	325 48%	-	-	-	325 48%	-	-	-	161 40%	164 39%	161 15%	164 15%	174 15%	151 16%	34 14%	24 14%	21 12%	29 19%	34 17%	28 10%	54 19%	27 15%	268 15%	19 19%	27 15%		
65+	497 23%	-	-	-	-	346 52%	151 100%	-	-	346 52%	151 100%	-	-	241 60%	256 61%	241 23%	256 24%	290 25%	207 22%	54 23%	42 24%	35 19%	26 17%	63 32%	45 16%	78 27%	46 25%	412 23%	32 32%	40 22%		
NET: 18-34	565 27%	200 87%	365 100%	-	-	-	-	565 95%	-	-	-	87 100%	113 100%	-	-	259 25%	306 28%	327 28%	239 25%	59 25%	48 27%	67 37%	40 26%	35 18%	116 42%	64 22%	38 21%	485 27%	19 19%	47 26%		
NET: 35-54	708 33%	-	-	338 100%	370 100%	-	-	-	708 100%	-	-	-	-	-	-	365 35%	344 32%	357 30%	351 37%	86 37%	60 34%	56 31%	56 36%	62 31%	85 30%	86 30%	68 37%	593 33%	28 28%	66 37%		
NET: 55+	821 39%	-	-	-	-	670 100%	151 100%	-	-	670 100%	151 100%	-	-	402 100%	419 100%	402 39%	419 39%	464 40%	358 38%	88 37%	67 38%	57 31%	56 36%	97 49%	74 26%	132 46%	73 40%	680 38%	51 51%	66 37%		
Average age	48.35	20.90	29.80	39.80	49.71	64.66	78.43	26.36	44.98	64.66	78.43	21.33	21.65	67.41	66.98	48.66	48.05	48.22	48.52	48.51	47.98	45.08	47.18	52.89	41.62	50.69	50.42	48.09	52.96	48.38		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 172

Age

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
16-17	29 1%	3 1%	2 1%	4 1%	-	3 1%	6 3%	1 1%	3 1%	2 2%	15 2%	11 1%	2 1%	3 1%	2 1%	5 2%
18-24	200 9%	45 10%	15 12%	24 7%	9 9%	14 8%	28 13%	10 7%	28 9%	15 11%	130 17%	64 5%	34 9%	21 8%	14 8%	25 8%
25-34	365 17%	74 17%	24 19%	68 20%	16 15%	17 10%	59 27%	11 8%	59 19%	19 14%	164 21%	187 15%	45 12%	40 15%	16 9%	25 8%
35-44	338 16%	83 18%	19 15%	66 20%	19 18%	24 13%	33 15%	12 9%	51 17%	17 13%	105 14%	217 18%	43 12%	41 15%	16 10%	43 14%
45-54	370 17%	69 15%	22 18%	52 16%	24 23%	33 18%	40 18%	21 15%	50 17%	27 20%	126 16%	223 18%	66 18%	55 20%	22 13%	51 17%
55-64	325 15%	77 17%	15 13%	49 15%	19 18%	37 21%	27 13%	27 20%	40 13%	18 14%	93 12%	215 18%	70 19%	47 17%	26 16%	56 19%
65+	497 23%	98 22%	26 21%	72 21%	19 18%	51 29%	22 10%	55 40%	70 23%	36 27%	145 19%	300 25%	111 30%	65 24%	69 42%	95 32%
NET: 18-34	565 27%	119 27%	38 31%	92 27%	25 24%	31 18%	87 40%	21 15%	87 29%	34 25%	293 38%	251 21%	79 21%	61 22%	29 18%	49 16%
NET: 35-54	708 33%	152 34%	41 34%	118 35%	43 41%	56 32%	73 34%	33 24%	102 34%	43 32%	231 30%	440 36%	110 29%	96 35%	38 23%	94 31%
NET: 55+	821 39%	174 39%	41 34%	121 36%	37 36%	88 49%	49 23%	83 60%	109 36%	55 41%	238 31%	515 42%	181 49%	112 41%	95 58%	151 50%
Average age	48.35	48.34	45.95	47.49	48.81	52.50	41.23	55.44	47.67	49.79	43.92	50.48	51.72	49.50	55.82	52.68

Prepared by Yonder

.YONDER

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 173

Age

Base: All respondents

	Experience of suspicious texts/ calls											None
	Total	Total		Mobile				Landline				
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381	
16-17	29 1%	6 1%	3 *	20 1%	19 1%	5 1%	2 *	4 *	3 1%	1 *	9 2%	
18-24	200 9%	75 9%	72 8%	155 10%	144 9%	56 11%	54 9%	56 7%	36 6%	33 6%	39 10%	
25-34	365 17%	107 13%	155 16%	305 19%	284 19%	93 19%	127 20%	89 11%	49 8%	65 12%	60 16%	
35-44	338 16%	102 12%	138 15%	273 17%	257 17%	78 16%	105 16%	93 11%	53 9%	61 11%	53 14%	
45-54	370 17%	140 16%	152 16%	264 16%	252 17%	86 17%	92 15%	145 17%	92 16%	105 19%	86 23%	
55-64	325 15%	155 18%	154 16%	254 16%	244 16%	86 17%	99 16%	163 20%	120 20%	104 19%	43 11%	
65+	497 23%	270 32%	265 28%	335 21%	316 21%	94 19%	156 25%	282 34%	234 40%	183 33%	91 24%	
NET: 18-34	565 27%	183 21%	227 24%	459 29%	428 28%	149 30%	182 29%	145 17%	84 14%	98 18%	99 26%	
NET: 35-54	708 33%	242 28%	291 31%	537 33%	508 34%	163 33%	197 31%	238 29%	145 25%	166 30%	139 37%	
NET: 55+	821 39%	425 50%	420 45%	589 37%	560 37%	180 36%	255 40%	445 53%	354 60%	287 52%	134 35%	
Average age	48.35	52.17	50.59	47.27	47.40	46.77	48.51	54.02	56.29	53.97	48.32	

Prepared by Yonder

.YONDER

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 174
Social Grade
Base: All respondents

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base		2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base		2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
A		106 5%	21 9%	14 4%	23 7%	15 4%	27 4%	5 4%	35 6%	38 5%	27 4%	5 4%	7 8%	11 9%	17 4%	16 4%	64 6%	42 4%	106 9%	-	12 5%	4 2%	5 3%	12 8%	5 3%	30 11%	10 4%	8 5%	90 5%	5 5%	5 3%		
B		453 21%	64 28%	74 20%	58 17%	65 18%	151 22%	41 27%	138 23%	123 17%	151 22%	41 27%	26 30%	31 27%	101 25%	91 22%	244 19%	208 39%	453 39%	-	34 14%	33 19%	43 24%	18 12%	38 19%	66 24%	82 29%	47 25%	373 21%	20 20%	38 21%		
C1		613 29%	70 30%	109 30%	84 25%	112 30%	197 29%	42 28%	179 30%	196 28%	197 29%	42 28%	17 20%	38 33%	102 25%	137 33%	277 27%	336 31%	613 52%	-	81 34%	49 28%	52 29%	39 25%	50 26%	77 27%	77 27%	51 28%	509 29%	35 35%	56 31%		
C2		445 21%	35 15%	97 26%	88 26%	85 23%	115 17%	25 17%	132 22%	173 24%	115 17%	25 17%	23 26%	12 11%	78 20%	62 15%	219 21%	226 21%	-	445 47%	54 23%	41 23%	40 22%	33 22%	42 21%	58 21%	54 19%	38 21%	379 21%	22 22%	36 20%		
D		259 12%	26 11%	48 13%	51 15%	45 12%	80 12%	8 5%	74 12%	96 14%	80 12%	8 5%	6 7%	16 14%	46 11%	42 10%	120 12%	138 13%	-	259 27%	33 14%	33 19%	24 13%	29 19%	26 13%	24 9%	35 12%	18 10%	225 13%	10 10%	20 11%		
E		248 12%	14 6%	23 6%	34 10%	48 13%	100 15%	29 19%	37 6%	82 12%	100 15%	29 19%	8 9%	6 5%	57 14%	72 17%	113 11%	135 12%	-	248 26%	23 10%	17 9%	18 10%	22 15%	35 18%	26 9%	30 10%	21 11%	207 12%	8 8%	26 14%		
NET: AB		559 26%	85 37%	88 24%	81 24%	81 22%	178 27%	46 31%	173 29%	162 23%	178 27%	46 31%	33 38%	42 37%	118 29%	106 25%	308 30%	251 23%	559 48%	-	46 19%	37 21%	48 26%	30 19%	44 22%	96 34%	93 32%	55 30%	463 26%	25 25%	43 24%		
NET: ABC1		1172 55%	155 67%	197 54%	165 49%	192 52%	375 56%	88 59%	352 59%	357 50%	375 56%	88 59%	50 58%	80 70%	221 55%	243 58%	586 56%	587 54%	1172 100%	-	127 54%	86 49%	100 55%	68 45%	94 48%	173 62%	170 59%	106 58%	972 54%	60 60%	99 55%		
NET: C2DE		952 45%	75 33%	168 46%	173 51%	178 48%	295 44%	62 41%	243 41%	351 50%	295 44%	62 41%	37 42%	34 30%	181 45%	177 42%	453 44%	499 46%	-	952 100%	109 46%	91 51%	82 45%	85 55%	103 52%	108 38%	119 41%	77 42%	812 46%	40 40%	82 45%		
NET: DE		507 24%	40 17%	72 20%	85 25%	93 25%	180 27%	37 25%	111 19%	178 25%	180 27%	37 25%	14 16%	22 19%	103 26%	114 27%	233 22%	273 25%	-	507 53%	56 24%	49 28%	42 23%	51 34%	61 31%	50 18%	64 22%	39 21%	433 24%	18 18%	46 26%		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 175
Social Grade
Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
A	106 5%	22 5%	4 4%	18 5%	4 4%	7 4%	15 7%	3 2%	22 7%	5 4%	47 6%	57 5%	19 5%	18 6%	4 3%	16 5%
B	453 21%	102 23%	25 20%	83 25%	23 22%	36 20%	46 22%	25 18%	69 23%	19 14%	197 25%	240 20%	96 26%	65 24%	38 23%	55 18%
C1	613 29%	133 30%	45 37%	84 25%	27 26%	48 27%	55 25%	45 32%	93 31%	48 36%	228 29%	354 29%	116 31%	56 21%	52 32%	86 29%
C2	445 21%	100 22%	17 14%	74 22%	20 19%	44 25%	48 22%	27 20%	55 18%	28 21%	161 21%	255 21%	68 18%	64 23%	33 20%	55 18%
D	259 12%	39 9%	17 14%	39 12%	16 15%	22 12%	28 13%	19 14%	34 11%	17 13%	86 11%	155 13%	38 10%	29 11%	16 10%	46 15%
E	248 12%	52 12%	14 11%	37 11%	14 14%	21 12%	24 11%	19 14%	28 9%	17 13%	58 7%	156 13%	35 10%	40 15%	21 13%	43 14%
NET: AB	559 26%	124 28%	29 24%	101 30%	27 26%	44 24%	61 28%	28 21%	91 30%	24 18%	244 31%	297 24%	115 31%	82 30%	42 26%	71 24%
NET: ABC1	1172 55%	257 57%	75 61%	185 55%	54 51%	91 51%	116 54%	73 53%	184 61%	72 54%	473 61%	651 53%	231 62%	139 51%	94 57%	156 52%
NET: C2DE	952 45%	191 43%	48 39%	150 45%	51 49%	87 49%	100 46%	65 47%	117 39%	62 46%	305 39%	566 47%	142 38%	133 49%	70 43%	144 48%
NET: DE	507 24%	91 20%	31 25%	76 23%	30 29%	43 24%	52 24%	38 27%	62 21%	34 26%	144 18%	311 26%	73 20%	69 25%	37 23%	89 30%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 176
Social Grade
Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
A	106 5%	52 6%	43 5%	87 5%	79 5%	35 7%	27 4%	47 6%	32 5%	29 5%	16 4%
B	453 21%	190 22%	203 22%	341 21%	330 22%	109 22%	136 21%	176 21%	127 22%	121 22%	78 21%
C1	613 29%	229 27%	275 29%	477 30%	447 29%	121 24%	181 29%	241 29%	166 28%	162 29%	96 25%
C2	445 21%	175 20%	208 22%	337 21%	318 21%	108 22%	145 23%	175 21%	121 21%	124 22%	86 23%
D	259 12%	103 12%	98 10%	196 12%	188 12%	63 13%	67 11%	96 12%	72 12%	57 10%	44 12%
E	248 12%	106 12%	112 12%	169 11%	155 10%	62 12%	78 12%	98 12%	70 12%	61 11%	61 16%
NET: AB	559 26%	243 28%	247 26%	427 27%	408 27%	144 29%	163 26%	223 27%	158 27%	149 27%	94 25%
NET: ABC1	1172 55%	472 55%	522 56%	904 56%	855 56%	265 53%	345 54%	463 56%	325 55%	311 56%	190 50%
NET: C2DE	952 45%	384 45%	418 44%	701 44%	661 44%	232 47%	290 46%	369 44%	262 45%	242 44%	192 50%
NET: DE	507 24%	209 24%	210 22%	365 23%	343 23%	124 25%	145 23%	194 23%	141 24%	118 21%	105 28%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 177
GO Region
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Scotland	181	15	33	30	36	56	10	48	66	56	10	4	9	37	29	92	88	99	82	-	-	-	-	-	-	-	-	-	-	181	
	8%	6%	9%	9%	10%	8%	7%	8%	9%	8%	7%	5%	8%	9%	7%	9%	8%	8%	9%	-	-	-	-	-	-	-	-	-	-	100%	
North East	87	7	10	12	20	31	7	17	32	31	7	5	1	23	15	49	38	48	39	-	-	-	-	-	-	-	-	-	87	-	
	4%	3%	3%	4%	5%	5%	5%	3%	5%	5%	5%	5%	1%	6%	4%	5%	4%	4%	4%	-	-	-	-	-	-	-	-	-	5%	-	
North West	236	21	41	39	47	71	17	61	86	71	17	5	14	42	46	117	119	127	109	236	-	-	-	-	-	-	-	-	236	-	
	11%	9%	11%	12%	13%	11%	11%	10%	12%	11%	11%	6%	12%	10%	11%	11%	11%	11%	11%	100%	-	-	-	-	-	-	-	-	13%	-	
Yorkshire & Humberside	176	15	34	35	25	55	12	49	60	55	12	6	8	26	41	69	107	86	91	-	176	-	-	-	-	-	-	-	176	-	
	8%	7%	9%	10%	7%	8%	8%	8%	9%	8%	8%	7%	7%	6%	10%	7%	10%	7%	10%	-	100%	-	-	-	-	-	-	-	10%	-	
West Midlands	183	24	46	24	32	42	14	70	56	42	14	11	10	31	26	100	83	100	82	-	-	183	-	-	-	-	-	-	183	-	
	9%	10%	13%	7%	9%	6%	9%	12%	8%	6%	9%	13%	9%	8%	6%	10%	8%	9%	9%	-	-	100%	-	-	-	-	-	-	10%	-	
East Midlands	153	16	26	26	30	46	10	42	56	46	10	6	8	32	23	74	79	68	85	-	-	-	153	-	-	-	-	-	153	-	
	7%	7%	7%	8%	8%	7%	6%	7%	8%	7%	6%	7%	7%	8%	6%	7%	7%	6%	9%	-	-	-	100%	-	-	-	-	-	9%	-	
Wales	100	10	10	10	18	45	6	20	28	45	6	3	6	22	29	43	57	60	40	-	-	-	-	-	-	-	-	-	100	-	
	5%	4%	3%	3%	5%	7%	4%	3%	4%	7%	4%	3%	6%	6%	7%	4%	5%	5%	4%	-	-	-	-	-	-	-	-	-	100%	-	
Eastern	198	15	23	30	32	74	23	38	62	74	23	2	10	43	54	87	111	94	103	-	-	-	-	198	-	-	-	198	-	-	
	9%	7%	6%	9%	9%	11%	15%	6%	9%	11%	15%	3%	9%	11%	13%	8%	10%	8%	11%	-	-	-	-	100%	-	-	-	11%	-	-	
London	280	61	61	49	36	63	10	122	85	63	10	35	21	30	43	153	127	173	108	-	-	-	-	-	280	-	-	280	-	-	
	13%	27%	17%	14%	10%	9%	7%	20%	12%	9%	7%	40%	19%	8%	10%	15%	12%	15%	11%	-	-	-	-	-	100%	-	-	16%	-	-	
South East	289	29	41	40	47	106	26	70	86	106	26	6	17	73	59	135	154	170	119	-	-	-	-	-	-	289	-	289	-	-	
	14%	13%	11%	12%	13%	16%	17%	12%	12%	16%	17%	7%	15%	18%	14%	13%	14%	15%	12%	-	-	-	-	-	-	100%	-	16%	-	-	
South West	183	15	27	29	39	60	13	42	68	60	13	4	7	32	41	92	90	106	77	-	-	-	-	-	-	-	183	183	-	-	
	9%	6%	7%	9%	11%	9%	9%	7%	10%	9%	9%	5%	6%	8%	10%	9%	8%	9%	8%	-	-	-	-	-	-	-	100%	10%	-	-	
Northern Ireland	59	2	13	14	7	22	2	15	21	22	2	1	1	10	14	26	33	42	18	-	-	-	-	-	-	-	-	-	-	-	
	3%	1%	4%	4%	2%	3%	1%	3%	3%	3%	1%	1%	1%	2%	3%	3%	3%	4%	2%	-	-	-	-	-	-	-	-	-	-	-	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 178
GO Region
Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Scotland	181 8%	44 10%	9 8%	35 10%	11 11%	18 10%	18 8%	6 5%	24 8%	8 6%	61 8%	110 9%	33 9%	27 10%	17 10%	22 7%
North East	87 4%	22 5%	8 7%	13 4%	3 3%	5 3%	10 5%	6 4%	10 3%	8 6%	35 5%	46 4%	11 3%	11 4%	8 5%	18 6%
North West	236 11%	50 11%	15 12%	40 12%	10 10%	19 11%	21 10%	13 9%	31 10%	19 14%	68 9%	155 13%	34 9%	26 9%	19 12%	30 10%
Yorkshire & Humberside	176 8%	31 7%	13 11%	30 9%	6 6%	12 7%	15 7%	20 15%	22 7%	14 10%	65 8%	98 8%	28 7%	22 8%	19 12%	27 9%
West Midlands	183 9%	43 10%	11 9%	29 9%	10 9%	15 8%	28 13%	6 5%	17 6%	10 7%	70 9%	99 8%	26 7%	25 9%	21 13%	27 9%
East Midlands	153 7%	33 7%	8 6%	24 7%	6 6%	12 7%	18 8%	5 4%	18 6%	15 11%	56 7%	90 7%	26 7%	11 4%	10 6%	28 9%
Wales	100 5%	25 6%	3 2%	10 3%	6 6%	10 6%	8 4%	10 7%	13 4%	10 7%	38 5%	60 5%	15 4%	12 4%	9 6%	17 6%
Eastern	198 9%	34 8%	14 12%	33 10%	6 6%	27 15%	13 6%	12 8%	31 10%	13 10%	68 9%	112 9%	43 11%	25 9%	13 8%	26 9%
London	280 13%	71 16%	15 12%	41 12%	10 10%	14 8%	33 15%	17 13%	47 16%	10 7%	126 16%	140 11%	55 15%	33 12%	12 7%	34 11%
South East	289 14%	53 12%	11 9%	40 12%	21 20%	26 15%	28 13%	20 15%	51 17%	19 14%	104 13%	167 14%	48 13%	43 16%	20 12%	39 13%
South West	183 9%	35 8%	12 10%	16 5%	11 10%	15 8%	19 9%	21 15%	31 10%	8 6%	63 8%	107 9%	43 12%	26 10%	12 7%	25 8%
Northern Ireland	59 3%	9 2%	4 3%	25 8%	3 3%	4 2%	4 2%	2 1%	7 2%	1 1%	24 3%	33 3%	11 3%	11 4%	5 3%	7 2%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 179
GO Region
Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Scotland	181 8%	63 7%	71 8%	134 8%	127 8%	41 8%	50 8%	67 8%	46 8%	43 8%	35 9%
North East	87 4%	42 5%	46 5%	69 4%	64 4%	23 5%	34 5%	44 5%	32 5%	26 5%	13 4%
North West	236 11%	77 9%	93 10%	184 11%	171 11%	45 9%	57 9%	79 10%	52 9%	57 10%	41 11%
Yorkshire & Humberside	176 8%	65 8%	80 9%	132 8%	125 8%	40 8%	54 9%	70 8%	48 8%	46 8%	31 8%
West Midlands	183 9%	71 8%	73 8%	129 8%	123 8%	41 8%	50 8%	63 8%	49 8%	42 8%	47 12%
East Midlands	153 7%	53 6%	67 7%	112 7%	106 7%	24 5%	45 7%	56 7%	39 7%	35 6%	28 7%
Wales	100 5%	45 5%	51 5%	79 5%	71 5%	21 4%	34 5%	49 6%	35 6%	31 6%	12 3%
Eastern	198 9%	94 11%	88 9%	142 9%	135 9%	47 9%	59 9%	87 10%	70 12%	56 10%	38 10%
London	280 13%	125 15%	137 15%	227 14%	212 14%	88 18%	107 17%	109 13%	71 12%	73 13%	47 12%
South East	289 14%	120 14%	131 14%	217 14%	208 14%	76 15%	82 13%	107 13%	72 12%	77 14%	50 13%
South West	183 9%	79 9%	76 8%	130 8%	125 8%	36 7%	45 7%	79 10%	60 10%	53 10%	34 9%
Northern Ireland	59 3%	22 3%	26 3%	50 3%	47 3%	14 3%	19 3%	22 3%	14 2%	13 2%	7 2%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 180

Have you taken a foreign holiday in the last 3 years?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
Yes	1032 49%	131 57%	220 60%	164 48%	164 44%	291 43%	62 41%	351 59%	328 46%	291 43%	62 41%	48 55%	63 55%	181 45%	173 41%	518 50%	514 47%	634 54%	398 42%	113 48%	76 43%	77 42%	65 42%	88 45%	181 65%	147 51%	78 43%	866 49%	43 43%	87 48%
No	1092 51%	99 43%	145 40%	174 52%	206 56%	379 57%	88 59%	243 41%	381 54%	379 57%	88 59%	39 45%	51 45%	221 55%	247 59%	520 50%	571 53%	539 46%	553 58%	123 52%	101 57%	106 58%	88 58%	110 55%	99 35%	142 49%	105 57%	918 51%	57 57%	93 52%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 181

Have you taken a foreign holiday in the last 3 years?**Base: All respondents**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Yes	1032 49%	246 55%	48 39%	170 51%	43 41%	75 42%	121 56%	71 52%	138 46%	57 42%	456 59%	547 45%	182 49%	132 49%	78 47%	140 47%	
No	1092 51%	202 45%	74 61%	165 49%	61 59%	103 58%	95 44%	66 48%	163 54%	78 58%	322 41%	670 55%	191 51%	140 51%	87 53%	160 53%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 182

Have you taken a foreign holiday in the last 3 years?

Base: All respondents

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Yes	1032 49%	422 49%	473 50%	825 51%	788 52%	278 56%	338 53%	408 49%	272 46%	269 49%	163 43%
No	1092 51%	434 51%	466 50%	780 49%	728 48%	220 44%	297 47%	424 51%	315 54%	283 51%	219 57%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 183
Opinion Influencer
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
Yes	182 9%	38 17%	56 15%	45 13%	16 4%	22 3%	6 4%	94 16%	60 9%	22 3%	6 4%	28 32%	8 7%	18 4%	10 2%	131 13%	51 5%	114 10%	68 7%	14 6%	10 6%	13 7%	10 7%	9 4%	71 25%	18 6%	10 6%	162 9%	7 7%	10 5%
No	1942 91%	191 83%	309 85%	294 87%	354 96%	648 97%	145 96%	501 84%	648 91%	648 97%	145 96%	59 68%	106 93%	384 96%	409 98%	907 87%	1034 95%	1058 90%	883 93%	222 94%	166 94%	170 93%	143 93%	189 96%	209 75%	270 94%	173 94%	1623 91%	93 93%	171 95%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 184
Opinion Influencer
Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Yes	182 9%	30 7%	5 4%	34 10%	10 10%	13 8%	22 10%	7 5%	36 12%	4 3%	88 11%	79 7%	39 10%	19 7%	13 8%	26 9%	
No	1942 91%	418 93%	118 96%	301 90%	94 90%	165 92%	193 90%	131 95%	265 88%	131 97%	690 89%	1138 93%	333 90%	253 93%	151 92%	274 91%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 185
Opinion Influencer
Base: All respondents

		Experience of suspicious texts/ calls										
		Total		Any recorded message	Mobile			Landline			None	
		Any voice call	Any mobile		Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
	Total											
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381	
Yes	182 9%	89 10%	93 10%	144 9%	135 9%	69 14%	64 10%	83 10%	48 8%	63 11%	34 9%	
No	1942 91%	767 90%	847 90%	1462 91%	1381 91%	428 86%	571 90%	749 90%	539 92%	489 89%	348 91%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 186

Tenure**Base: All respondents**

		Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land				
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176				
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181				
NET: Homeowners	1441	120	206	205	246	542	122	326	450	542	122	39	59	308	357	690	751	870	571	164	117	126	105	139	158	200	148	1215	73	107				
	68%	52%	56%	61%	66%	81%	81%	55%	64%	81%	81%	45%	52%	77%	85%	66%	69%	74%	60%	70%	66%	69%	69%	70%	56%	69%	81%	68%	73%	59%				
Owned outright - without mortgage	839	54	58	49	119	440	119	113	168	440	119	12	30	256	303	389	450	513	325	96	73	68	51	91	86	112	96	708	51	57				
	39%	24%	16%	14%	32%	66%	79%	19%	24%	66%	79%	14%	26%	64%	72%	37%	41%	44%	34%	41%	42%	37%	34%	46%	31%	39%	53%	40%	51%	32%				
Owned with a mortgage or loan	602	66	148	156	127	102	4	213	283	102	4	27	30	52	54	301	301	357	245	68	44	58	54	48	73	88	52	507	23	50				
	28%	29%	40%	46%	34%	15%	3%	36%	40%	15%	3%	31%	26%	13%	13%	29%	28%	30%	26%	29%	25%	32%	35%	24%	26%	30%	29%	28%	23%	28%				
NET: Renters	654	97	153	127	123	125	28	250	250	125	28	44	46	92	61	332	322	283	371	67	59	55	47	55	115	84	34	545	24	71				
	31%	42%	42%	38%	33%	19%	19%	42%	35%	19%	19%	50%	41%	23%	15%	32%	30%	24%	39%	29%	34%	30%	31%	28%	41%	29%	19%	31%	24%	39%				
NET: Rent from Council/ Housing Association	384	49	71	72	81	90	21	120	153	90	21	22	22	69	43	197	187	132	253	35	35	33	26	37	61	50	16	314	14	50				
	18%	21%	19%	21%	22%	13%	14%	20%	22%	13%	14%	25%	20%	17%	10%	19%	17%	11%	27%	15%	20%	18%	17%	19%	22%	17%	9%	18%	14%	28%				
Rented from the council	254	26	50	49	56	60	13	76	105	60	13	13	12	46	27	129	125	83	171	20	25	21	16	28	45	28	9	202	10	37				
	12%	11%	14%	15%	15%	9%	9%	13%	15%	9%	9%	15%	11%	11%	6%	12%	12%	7%	18%	8%	14%	11%	11%	14%	16%	10%	5%	11%	10%	20%				
Rented from a housing association	130	22	21	22	26	30	8	44	48	30	8	9	10	22	16	68	62	49	82	15	10	12	9	9	16	23	7	112	4	13				
	6%	10%	6%	7%	7%	5%	5%	7%	7%	5%	5%	10%	9%	6%	4%	7%	6%	4%	9%	6%	6%	7%	6%	5%	6%	8%	4%	6%	4%	7%				
Rented from someone else	269	49	82	56	41	35	7	131	97	35	7	22	24	24	18	135	135	151	118	32	24	22	22	18	54	33	18	231	10	21				
	13%	21%	22%	16%	11%	5%	5%	22%	14%	5%	5%	25%	21%	6%	4%	13%	12%	13%	12%	14%	14%	12%	14%	9%	19%	11%	10%	13%	10%	12%				
Rent free	29	12	6	6	2	3	-	19	8	3	-	4	8	2	1	17	12	20	10	4	-	2	*	4	7	5	1	24	2	2				
	1%	5%	2%	2%	*	*	-	3%	1%	*	-	5%	7%	*	*	2%	1%	2%	1%	2%	-	1%	*	2%	3%	2%	*	1%	2%	1%				

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 187

Tenure

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo- ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa- lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Homeowners	1441	327	70	236	65	118	139	97	192	96	547	808	286	188	120	221
	68%	73%	57%	71%	62%	66%	64%	70%	64%	71%	70%	66%	77%	69%	73%	74%
Owned outright - without mortgage	839	178	40	122	32	74	66	67	120	69	281	492	180	99	95	141
	39%	40%	32%	36%	31%	42%	31%	49%	40%	52%	36%	40%	48%	36%	58%	47%
Owned with a mortgage or loan	602	148	30	115	32	43	73	30	72	26	265	316	105	90	25	80
	28%	33%	25%	34%	31%	24%	34%	21%	24%	19%	34%	26%	28%	33%	15%	27%
NET: Renters	654	115	50	95	38	59	72	40	103	37	217	393	81	80	43	76
	31%	26%	41%	28%	37%	33%	34%	29%	34%	28%	28%	32%	22%	29%	26%	25%
NET: Rent from Council/ Housing Association	384	65	29	48	22	39	48	23	61	22	119	235	46	57	30	57
	18%	14%	24%	14%	21%	22%	23%	17%	20%	16%	15%	19%	12%	21%	18%	19%
Rented from the council	254	42	18	31	14	30	31	15	39	14	84	146	28	42	20	36
	12%	9%	15%	9%	13%	17%	14%	11%	13%	11%	11%	12%	8%	15%	12%	12%
Rented from a housing association	130	23	11	17	9	8	17	9	22	8	35	88	18	15	10	21
	6%	5%	9%	5%	8%	5%	8%	6%	7%	6%	4%	7%	5%	5%	6%	7%
Rented from someone else	269	50	21	47	16	20	24	17	41	15	99	159	35	23	13	19
	13%	11%	17%	14%	15%	11%	11%	12%	14%	11%	13%	13%	9%	9%	8%	6%
Rent free	29	6	2	4	1	2	4	1	6	2	14	15	6	3	2	4
	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%

Prepared by Yonder

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Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 188

Tenure**Base: All respondents**

	Experience of suspicious texts/ calls											None
	Total	Total		Mobile				Landline				
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381	
NET: Homeowners	1441 68%	622 73%	672 72%	1086 68%	1029 68%	331 66%	420 66%	645 77%	457 78%	434 78%	242 64%	
Owned outright - without mortgage	839 39%	428 50%	419 45%	591 37%	557 37%	183 37%	226 36%	461 55%	355 60%	303 55%	150 39%	
Owned with a mortgage or loan	602 28%	195 23%	253 27%	496 31%	472 31%	148 30%	193 30%	184 22%	102 17%	131 24%	92 24%	
NET: Renters	654 31%	224 26%	256 27%	495 31%	464 31%	161 32%	206 32%	179 22%	124 21%	112 20%	134 35%	
NET: Rent from Council/ Housing Association	384 18%	139 16%	159 17%	287 18%	270 18%	97 20%	126 20%	120 14%	86 15%	77 14%	83 22%	
Rented from the council	254 12%	95 11%	101 11%	182 11%	175 12%	69 14%	83 13%	76 9%	55 9%	49 9%	62 16%	
Rented from a housing association	130 6%	44 5%	58 6%	106 7%	95 6%	29 6%	44 7%	44 5%	31 5%	28 5%	21 6%	
Rented from someone else	269 13%	85 10%	97 10%	207 13%	195 13%	64 13%	80 13%	59 7%	38 6%	35 6%	51 13%	
Rent free	29 1%	9 1%	11 1%	24 2%	23 1%	6 1%	9 1%	9 1%	6 1%	6 1%	5 1%	

Prepared by Yonder

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Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 189

What is the highest educational level that you have achieved to date?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
No formal education	9	1	1	1	3	1	2	2	4	1	2	1	-	3	-	6	3	1	8	-	2	-	1	1	1	2	-	9	-	-		
	*	*	*	*	1%	*	1%	*	1%	*	1%	1%	-	1%	-	1%	*	*	1%	-	1%	-	1%	1%	*	1%	-	*	-	-		
Primary	8	1	1	-	2	4	1	2	2	4	1	1	-	2	3	4	4	2	7	-	-	-	1	-	3	1	1	6	2	1		
	*	1%	*	-	*	1%	1%	*	*	1%	1%	1%	-	*	1%	*	*	*	1%	-	-	-	1%	-	1%	*	*	*	2%	*		
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1127	122	123	172	216	399	94	245	388	399	94	39	62	235	259	521	606	497	630	134	104	109	97	123	101	148	92	960	58	87		
	53%	53%	34%	51%	58%	60%	63%	41%	55%	60%	63%	45%	55%	58%	62%	50%	56%	42%	66%	57%	59%	60%	63%	62%	36%	51%	50%	54%	58%	48%		
University degree or equivalent professional qualification, NVQ level 4, etc.	688	52	164	120	112	199	41	216	232	199	41	23	29	122	117	354	333	466	222	72	51	52	37	51	107	110	66	572	24	63		
	32%	23%	45%	35%	30%	30%	27%	36%	33%	30%	27%	26%	26%	30%	28%	34%	31%	40%	23%	31%	29%	29%	24%	26%	38%	38%	36%	32%	24%	35%		
Higher university degree, doctorate, MBA, NVQ level 5, etc.	236	15	65	45	33	65	13	80	78	65	13	7	8	38	40	125	111	164	72	27	16	18	14	19	57	19	19	192	13	24		
	11%	6%	18%	13%	9%	10%	9%	13%	11%	10%	9%	8%	7%	10%	10%	12%	10%	14%	8%	11%	9%	10%	9%	9%	20%	6%	11%	11%	13%	13%		
Still in full time education	48	37	10	-	2	1	-	46	2	1	-	15	13	1	-	26	23	38	10	3	4	4	2	4	12	5	5	41	3	4		
	2%	16%	3%	-	*	*	-	8%	*	*	-	18%	11%	*	-	2%	2%	3%	1%	1%	2%	2%	1%	2%	4%	2%	3%	2%	3%	2%		
Don't know	2	1	-	-	-	1	-	1	-	1	-	1	-	1	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	2		
	*	*	-	-	-	*	-	*	-	*	-	1%	-	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1%		
Prefer not to answer	5	1	2	1	2	-	-	3	3	-	-	-	1	-	-	1	5	5	1	-	-	-	1	-	-	5	-	5	-	-		
	*	*	*	*	1%	-	-	*	*	-	-	-	1%	-	-	*	*	*	*	-	-	-	*	-	-	2%	-	*	-	-		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 190

What is the highest educational level that you have achieved to date?**Base: All respondents**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
No formal education	9 *	1 *	- -	2 *	1 1%	- -	2 1%	- -	- -	1 1%	1 *	4 *	2 1%	1 *	- -	- -	
Primary	8 *	- -	1 *	1 *	- -	1 1%	- -	1 1%	2 1%	1 1%	2 *	6 1%	3 1%	3 1%	- -	3 1%	
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1127 53%	237 53%	60 49%	172 51%	51 49%	101 56%	101 47%	75 55%	164 55%	84 62%	382 49%	662 54%	206 55%	160 59%	87 53%	179 59%	
University degree or equivalent professional qualification, NVQ level 4, etc.	688 32%	153 34%	46 38%	103 31%	40 38%	56 32%	78 36%	47 34%	98 33%	30 22%	261 34%	399 33%	117 31%	74 27%	55 33%	83 28%	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	236 11%	48 11%	10 8%	52 15%	9 9%	15 8%	25 12%	12 9%	32 11%	14 10%	108 14%	121 10%	37 10%	27 10%	17 10%	32 11%	
Still in full time education	48 2%	8 2%	4 3%	5 1%	2 2%	3 2%	10 5%	3 2%	4 1%	5 3%	22 3%	22 2%	8 2%	8 3%	4 2%	4 1%	
Don't know	2 *	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- 1%	- -	
Prefer not to answer	5 *	- -	- -	1 *	- -	2 1%	- -	- -	- -	- -	1 *	2 *	- -	- -	1 1%	- -	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 191

What is the highest educational level that you have achieved to date?**Base: All respondents**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice	Any	Any mobile	Text	Voice	Recorded	Any	Voice	Recorded	
		call	recorded message								
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
No formal education	9	3	3	5	5	1	2	2	2	1	2
	*	*	*	*	*	*	*	*	*	*	1%
Primary	8	6	6	6	6	1	4	7	6	4	-
	*	1%	1%	*	*	*	1%	1%	1%	1%	-
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1127	448	502	830	792	240	340	460	325	300	215
	53%	52%	53%	52%	52%	48%	54%	55%	55%	54%	56%
University degree or equivalent professional qualification, NVQ level 4, etc.	688	277	313	529	487	175	218	254	177	175	119
	32%	32%	33%	33%	32%	35%	34%	31%	30%	32%	31%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	236	105	96	195	186	70	57	94	66	65	34
	11%	12%	10%	12%	12%	14%	9%	11%	11%	12%	9%
Still in full time education	48	14	15	36	36	9	11	13	9	7	10
	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%
Don't know	2	1	1	2	2	1	1	1	-	1	-
	*	*	*	*	*	*	*	*	-	*	-
Prefer not to answer	5	2	4	3	3	1	3	1	1	1	2
	*	*	*	*	*	*	*	*	*	*	*

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 192

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Yes - responsible for half or more of the items bought	1927 91%	149 65%	343 94%	323 95%	352 95%	625 93%	136 90%	492 83%	674 95%	625 93%	136 90%	59 68%	85 75%	344 86%	417 99%	899 87%	1028 95%	1049 89%	878 92%	222 94%	163 92%	163 89%	133 87%	181 92%	258 92%	253 88%	168 92%	1621 91%	90 90%	162 90%	
No - not responsible for most of the items bought	197 9%	81 35%	22 6%	16 5%	18 5%	45 7%	15 10%	103 17%	34 5%	45 7%	15 10%	28 32%	28 25%	58 14%	3 1%	139 13%	58 5%	124 11%	74 8%	14 6%	13 8%	20 11%	20 13%	17 8%	23 8%	36 12%	14 8%	164 9%	10 10%	19 10%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 193

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Phone network										Mobile O/S Apple		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Yes - responsible for half or more of the items bought	1927 91%	412 92%	117 96%	301 90%	91 87%	162 91%	189 87%	130 94%	276 92%	120 90%	692 89%	1118 92%	335 90%	251 92%	142 86%	265 88%
No - not responsible for most of the items bought	197 9%	36 8%	5 4%	34 10%	13 13%	16 9%	27 13%	8 6%	25 8%	14 10%	85 11%	99 8%	37 10%	20 8%	23 14%	35 12%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 194

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Yes - responsible for half or more of the items bought	1927 91%	786 92%	863 92%	1462 91%	1380 91%	462 93%	590 93%	750 90%	532 91%	499 90%	346 91%
No - not responsible for most of the items bought	197 9%	70 8%	77 8%	144 9%	136 9%	35 7%	45 7%	82 10%	55 9%	54 10%	35 9%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 195

How many cars are there in your household?**Base: All respondents**

		Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land
Unweighted base		2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base		2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
No cars in the household		376 18%	48 21%	69 19%	64 19%	63 17%	109 16%	24 16%	116 20%	127 18%	109 16%	24 16%	21 24%	22 20%	48 12%	85 20%	170 16%	206 19%	178 15%	198 21%	41 17%	35 20%	28 16%	23 15%	28 14%	88 31%	41 14%	16 9%	318 18%	17 17%	36 20%
NET: Any		1748 82%	182 79%	296 81%	274 81%	307 83%	562 84%	126 84%	478 80%	582 82%	562 84%	126 84%	66 76%	91 80%	353 88%	335 80%	868 84%	880 81%	994 85%	754 79%	195 83%	142 80%	154 84%	130 85%	169 86%	192 69%	247 86%	166 91%	1466 82%	83 83%	145 80%
1		1109 52%	86 37%	162 44%	177 52%	197 53%	390 58%	96 64%	248 42%	374 53%	390 58%	96 64%	33 37%	41 36%	243 61%	243 58%	552 53%	558 51%	638 54%	472 50%	128 54%	92 52%	98 53%	79 52%	100 51%	128 46%	152 53%	101 56%	928 52%	50 50%	101 56%
2		504 24%	64 28%	108 30%	86 26%	85 23%	132 20%	29 19%	172 29%	172 24%	132 20%	29 19%	18 21%	34 30%	85 21%	76 18%	246 24%	258 24%	284 24%	220 23%	57 24%	41 23%	42 23%	41 27%	49 25%	47 17%	76 26%	51 28%	423 24%	29 29%	35 19%
3+		134 6%	32 14%	26 7%	11 3%	25 7%	39 6%	1 1%	58 10%	35 5%	39 6%	1 1%	16 18%	15 14%	25 6%	16 4%	70 7%	64 6%	73 6%	62 6%	10 4%	9 5%	15 8%	9 6%	20 10%	17 6%	19 6%	14 8%	115 6%	4 4%	9 5%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 196

How many cars are there in your household?

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
No cars in the household	376 18%	82 18%	33 27%	48 14%	11 11%	30 17%	43 20%	23 17%	52 17%	22 16%	113 15%	232 19%	52 14%	38 14%	33 20%	47 16%	
NET: Any	1748 82%	366 82%	90 73%	287 86%	93 89%	149 83%	173 80%	114 83%	249 83%	113 84%	665 85%	985 81%	320 86%	234 86%	132 80%	253 84%	
1	1109 52%	237 53%	57 47%	170 51%	54 52%	89 50%	109 50%	79 57%	155 52%	77 57%	390 50%	649 53%	184 50%	157 58%	93 56%	154 51%	
2	504 24%	104 23%	28 23%	96 29%	32 30%	48 27%	45 21%	27 20%	77 26%	24 18%	213 27%	271 22%	107 29%	61 22%	35 21%	73 24%	
3+	134 6%	25 5%	5 4%	21 6%	8 7%	11 6%	19 9%	9 6%	17 6%	12 9%	62 8%	65 5%	29 8%	16 6%	4 3%	27 9%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 197

How many cars are there in your household?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
No cars in the household	376 18%	126 15%	153 16%	269 17%	253 17%	81 16%	109 17%	127 15%	80 14%	86 16%	84 22%
NET: Any	1748 82%	730 85%	787 84%	1336 83%	1264 83%	417 84%	526 83%	705 85%	507 86%	466 84%	298 78%
1	1109 52%	448 52%	498 53%	814 51%	765 50%	236 47%	346 54%	438 53%	326 56%	287 52%	217 57%
2	504 24%	224 26%	231 25%	416 26%	394 26%	143 29%	143 22%	210 25%	143 24%	142 26%	57 15%
3+	134 6%	58 7%	58 6%	106 7%	105 7%	38 8%	38 6%	56 7%	38 7%	37 7%	23 6%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 198

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
White	1829 86%	149 65%	282 77%	281 83%	334 90%	637 95%	146 97%	431 72%	615 87%	637 95%	146 97%	48 55%	82 72%	381 95%	402 96%	862 83%	967 89%	1002 85%	828 87%	218 92%	156 89%	140 77%	134 88%	190 96%	162 58%	258 89%	173 95%	1512 85%	93 93%	165 91%		
NET: Ethnic Minority	273 13%	75 33%	74 20%	54 16%	32 9%	33 5%	5 3%	150 25%	85 12%	33 5%	5 3%	35 40%	32 28%	21 5%	17 4%	162 16%	111 10%	157 13%	117 12%	18 8%	19 11%	41 22%	18 12%	8 4%	110 39%	28 10%	7 4%	254 14%	6 6%	13 7%		
Mixed	50 2%	12 5%	14 4%	11 3%	6 2%	5 1%	1 1%	26 4%	17 2%	5 1%	1 1%	5 6%	3 3%	5 1%	2 *	33 3%	17 2%	32 3%	18 2%	1 *	4 2%	5 3%	3 2%	2 1%	19 7%	3 1%	6 3%	44 2%	1 1%	5 3%		
Asian	117 6%	35 15%	32 9%	21 6%	16 4%	13 2%	1 1%	67 11%	36 5%	13 2%	1 1%	14 16%	17 15%	8 2%	6 1%	62 6%	55 5%	60 5%	57 6%	14 6%	7 4%	27 15%	12 8%	1 1%	34 12%	12 4%	1 1%	111 6%	1 1%	5 3%		
Black	76 4%	24 11%	18 5%	17 5%	6 2%	10 2%	-	42 7%	23 3%	10 2%	-	13 15%	11 9%	4 1%	6 2%	48 5%	28 3%	42 4%	34 4%	2 1%	3 2%	5 3%	3 2%	4 2%	47 17%	6 2%	-	72 4%	3 3%	1 1%		
Chinese	18 1%	4 2%	6 2%	2 1%	3 1%	3 *	-	10 2%	5 1%	3 *	-	3 3%	1 1%	1 *	2 *	10 1%	7 1%	12 1%	6 1%	-	-	1 1%	-	-	6 2%	7 2%	-	15 1%	-	2 1%		
Other ethnic group	13 1%	1 *	5 1%	3 1%	1 *	1 *	3 2%	5 1%	3 *	1 *	3 2%	1 1%	-	3 1%	1 *	9 1%	4 *	11 1%	2 *	1 *	5 3%	2 1%	-	-	4 1%	-	-	12 1%	1 1%	-		
Prefer not to answer	21 1%	5 2%	9 3%	3 1%	4 1%	-	-	14 2%	7 1%	-	-	4 4%	-	-	-	14 1%	7 1%	14 1%	7 1%	-	1 *	2 1%	1 1%	-	8 3%	3 1%	2 1%	18 1%	1 1%	2 1%		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 199

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
White	1829 86%	384 86%	110 90%	303 90%	94 90%	163 92%	158 73%	129 94%	248 82%	120 89%	655 84%	1061 87%	322 87%	236 87%	143 87%	263 88%	
NET: Ethnic Minority	273 13%	61 14%	10 8%	31 9%	7 7%	13 7%	53 25%	8 6%	49 16%	14 10%	113 15%	146 12%	50 13%	31 11%	21 13%	36 12%	
Mixed	50 2%	16 3%	2 2%	6 2%	-	3 2%	9 4%	1 *	7 2%	1 1%	19 2%	29 2%	12 3%	2 1%	1 1%	8 3%	
Asian	117 6%	28 6%	3 2%	9 3%	6 5%	3 2%	28 13%	5 4%	17 6%	5 3%	57 7%	54 4%	21 6%	16 6%	9 5%	15 5%	
Black	76 4%	14 3%	5 4%	13 4%	2 2%	2 1%	8 4%	1 1%	21 7%	7 5%	29 4%	42 3%	14 4%	10 4%	1 *	11 4%	
Chinese	18 1%	2 1%	-	3 1%	-	2 1%	6 3%	-	3 1%	1 1%	6 1%	11 1%	3 1%	3 1%	4 3%	2 1%	
Other ethnic group	13 1%	2 *	-	1 *	-	3 1%	3 2%	2 1%	2 1%	-	2 *	11 1%	1 *	-	6 3%	1 *	
Prefer not to answer	21 1%	3 1%	2 2%	1 *	3 3%	2 1%	4 2%	* *	4 1%	1 *	10 1%	10 1%	-	5 2%	1 *	1 *	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 200

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any	Any	Any	Text	Voice	Recorded	Any	Voice	Recorded	
		voice	recorded								
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
White	1829 86%	752 88%	802 85%	1381 86%	1311 86%	417 84%	534 84%	724 87%	526 90%	477 86%	324 85%
NET: Ethnic Minority	273 13%	102 12%	131 14%	213 13%	194 13%	79 16%	97 15%	102 12%	61 10%	70 13%	49 13%
Mixed	50 2%	18 2%	29 3%	39 2%	36 2%	14 3%	23 4%	22 3%	13 2%	19 3%	6 2%
Asian	117 6%	39 5%	56 6%	92 6%	83 5%	30 6%	40 6%	42 5%	25 4%	27 5%	21 5%
Black	76 4%	35 4%	33 4%	57 4%	52 3%	26 5%	24 4%	26 3%	17 3%	15 3%	16 4%
Chinese	18 1%	6 1%	8 1%	15 1%	14 1%	5 1%	6 1%	7 1%	5 1%	7 1%	3 1%
Other ethnic group	13 1%	4 *	4 *	10 1%	10 1%	4 1%	4 1%	4 *	1 *	3 *	3 1%
Prefer not to answer	21 1%	2 *	7 1%	12 1%	11 1%	2 *	4 1%	6 1%	- -	6 1%	9 2%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 201

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Christian	1003 47%	68 30%	127 35%	143 42%	157 43%	400 60%	108 72%	195 33%	300 42%	400 60%	108 72%	33 38%	23 21%	234 58%	274 65%	463 45%	540 50%	555 47%	448 47%	115 49%	78 44%	69 38%	64 42%	91 46%	148 53%	143 50%	78 43%	833 47%	47 47%	79 44%	
NET: Other	163 8%	32 14%	50 14%	21 6%	28 8%	26 4%	7 5%	82 14%	49 7%	26 4%	7 5%	9 11%	19 17%	15 4%	18 4%	82 8%	82 8%	84 7%	80 8%	21 9%	15 9%	26 14%	15 10%	8 4%	50 18%	9 3%	2 1%	153 9%	4 4%	7 4%	
Muslim	88 4%	21 9%	33 9%	16 5%	12 3%	4 1%	1 1%	54 9%	28 4%	4 1%	1 1%	8 9%	11 9%	3 1%	2 1%	45 4%	44 4%	44 4%	45 5%	14 6%	7 4%	17 9%	8 6%	-	32 11%	3 1%	-	84 5%	1 1%	2 1%	
Hindu	11 1%	4 2%	2 1%	3 1%	2 *	-	-	6 1%	5 1%	-	-	2 2%	2 2%	-	-	6 1%	4 *	9 1%	2 *	1 *	2 1%	-	1 1%	-	3 1%	1 *	-	8 *	1 1%	2 1%	
Jewish	16 1%	2 1%	3 1%	-	-	6 1%	5 3%	5 1%	-	6 1%	5 3%	-	2 2%	6 2%	5 1%	9 1%	7 1%	8 1%	8 1%	2 1%	4 2%	-	-	3 1%	6 2%	1 *	-	15 1%	1 1%	-	
Sikh	10 *	1 1%	5 1%	-	2 1%	2 *	-	6 1%	2 *	2 *	-	-	1 1%	2 *	-	8 1%	3 *	3 *	7 1%	-	-	4 2%	2 1%	-	1 *	2 1%	-	9 1%	-	1 1%	
Buddhist	10 *	2 1%	2 1%	-	1 *	5 1%	-	4 1%	1 *	5 1%	-	-	2 2%	3 1%	3 1%	4 *	6 1%	6 *	4 *	-	-	1 1%	1 1%	-	4 1%	1 *	1 1%	9 *	-	1 1%	
Other	28 1%	1 *	5 1%	1 *	11 3%	9 1%	1 1%	6 1%	13 2%	9 1%	1 1%	-	1 1%	2 1%	8 2%	10 1%	18 2%	15 1%	14 1%	4 2%	3 1%	4 2%	3 2%	5 2%	4 2%	2 1%	1 1%	27 1%	1 1%	1 *	
None	908 43%	114 50%	175 48%	168 50%	177 48%	241 36%	35 23%	289 49%	344 49%	241 36%	35 23%	36 42%	65 58%	151 38%	124 30%	469 45%	439 40%	506 43%	403 42%	99 42%	82 46%	80 44%	68 45%	97 49%	68 24%	125 43%	100 55%	753 42%	47 47%	94 52%	
Prefer not to say	50 2%	16 7%	13 4%	7 2%	8 4%	4 1%	1 1%	29 5%	15 2%	4 1%	1 1%	8 9%	6 5%	1 *	4 1%	25 2%	25 2%	28 2%	21 2%	1 *	1 1%	7 4%	5 3%	3 1%	14 5%	11 4%	2 1%	46 3%	2 2%	1 1%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 202

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Christian	1003 47%	217 48%	43 35%	175 52%	56 54%	90 50%	69 32%	72 52%	148 49%	55 41%	375 48%	550 45%	191 51%	130 48%	89 54%	148 49%
NET: Other	163 8%	42 9%	7 6%	15 4%	8 8%	4 2%	27 13%	11 8%	25 8%	6 5%	64 8%	93 8%	31 8%	19 7%	10 6%	22 7%
Muslim	88 4%	24 5%	2 2%	7 2%	7 6%	2 1%	13 6%	4 3%	13 4%	3 2%	41 5%	43 4%	11 3%	11 4%	3 2%	11 4%
Hindu	11 1%	- -	1 *	- -	1 1%	- -	3 1%	1 1%	3 1%	- -	3 *	6 *	2 1%	2 1%	2 1%	3 1%
Jewish	16 1%	5 1%	1 1%	2 1%	- -	- -	2 1%	2 2%	3 1%	1 *	7 1%	8 1%	6 2%	1 *	2 1%	2 1%
Sikh	10 *	3 1%	- -	1 *	- -	- -	4 2%	- -	2 1%	- -	3 -	7 1%	4 1%	1 *	- -	3 1%
Buddhist	10 *	4 1%	- -	- -	- -	- -	1 1%	1 1%	2 1%	1 1%	5 1%	5 *	1 *	1 1%	- -	- -
Other	28 1%	7 2%	3 2%	4 1%	1 1%	2 1%	4 2%	2 1%	2 1%	2 2%	3 *	24 2%	6 2%	2 1%	3 2%	3 1%
None	908 43%	183 41%	69 57%	136 41%	37 36%	82 46%	107 49%	53 38%	123 41%	72 54%	317 41%	549 45%	146 39%	117 43%	62 37%	126 42%
Prefer not to say	50 2%	6 1%	4 3%	9 3%	3 3%	3 2%	13 6%	3 2%	5 2%	1 *	22 3%	24 2%	5 1%	6 2%	4 3%	5 2%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 203

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice	Any	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
		call	recorded message								
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	None
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Christian	1003 47%	432 51%	466 50%	743 46%	697 46%	232 47%	300 47%	438 53%	306 52%	287 52%	181 47%
NET: Other	163 8%	65 8%	84 9%	134 8%	122 8%	46 9%	62 10%	62 7%	38 6%	43 8%	23 6%
Muslim	88 4%	30 3%	41 4%	71 4%	63 4%	25 5%	33 5%	27 3%	16 3%	16 3%	14 4%
Hindu	11 1%	1 *	6 1%	6 *	5 *	1 *	1 *	6 1%	- -	6 1%	1 *
Jewish	16 1%	10 1%	10 1%	14 1%	14 1%	5 1%	10 2%	9 1%	8 1%	7 1%	1 *
Sikh	10 *	5 1%	6 1%	9 1%	7 *	3 1%	3 *	7 1%	3 *	6 1%	1 *
Buddhist	10 *	4 *	3 *	7 *	7 *	4 1%	3 *	* *	* *	* *	3 1%
Other	28 1%	16 2%	18 2%	25 2%	25 2%	8 2%	12 2%	12 1%	11 2%	8 1%	3 1%
None	908 43%	345 40%	372 40%	695 43%	663 44%	209 42%	259 41%	321 39%	235 40%	215 39%	162 42%
Prefer not to say	50 2%	13 2%	17 2%	34 2%	33 2%	11 2%	14 2%	12 1%	8 1%	7 1%	16 4%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 204

Which of the following best describes where you live?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
NET: Urban	1700 80%	204 89%	323 88%	287 85%	277 75%	505 75%	104 69%	527 89%	565 80%	505 75%	104 69%	77 88%	100 88%	298 74%	311 74%	839 81%	861 79%	940 80%	760 80%	198 84%	144 81%	149 82%	117 77%	138 70%	278 99%	220 76%	134 73%	1456 82%	59 59%	141 78%		
Urban - Population over 10,000	939 44%	134 58%	192 53%	165 49%	156 42%	249 37%	43 29%	326 55%	321 45%	249 37%	43 29%	58 67%	61 53%	146 36%	146 35%	504 48%	435 40%	536 46%	403 42%	106 45%	70 40%	82 45%	64 42%	55 28%	240 86%	89 31%	66 36%	811 45%	27 27%	81 45%		
Town and Fringe	761 36%	70 30%	131 36%	122 36%	121 33%	256 38%	61 40%	201 34%	243 34%	256 38%	61 40%	18 21%	39 35%	152 38%	165 39%	336 32%	426 39%	405 35%	356 37%	93 39%	74 42%	67 37%	53 35%	83 42%	38 14%	132 46%	68 37%	645 36%	32 32%	60 33%		
NET: Rural	424 20%	26 11%	42 12%	51 15%	93 25%	165 25%	47 31%	68 11%	144 20%	165 25%	47 31%	10 12%	13 12%	104 26%	108 26%	199 19%	225 21%	232 20%	192 20%	37 16%	33 19%	33 18%	36 23%	59 30%	2 1%	69 24%	49 27%	328 18%	41 41%	39 22%		
Village	380 18%	26 11%	39 11%	48 14%	78 21%	151 23%	38 25%	65 11%	126 18%	151 23%	38 25%	10 12%	13 12%	89 22%	100 24%	177 17%	203 19%	209 18%	170 18%	37 16%	31 18%	29 16%	35 23%	51 26%	2 1%	69 24%	42 23%	306 17%	33 33%	34 19%		
Hamlet & Isolated Dwelling	44 2%	- -	4 1%	3 1%	14 4%	14 2%	9 6%	4 1%	18 2%	14 2%	9 6%	- -	- -	14 4%	9 2%	22 2%	22 2%	23 2%	21 2%	1 *	1 1%	4 2%	* *	8 4%	- -	- -	7 4%	22 1%	8 8%	6 3%		

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 205

Which of the following best describes where you live?

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
NET: Urban	1700 80%	346 77%	98 80%	272 81%	85 82%	139 78%	185 86%	125 90%	232 77%	103 77%	643 83%	952 78%	257 69%	220 81%	128 78%	276 92%	
Urban - Population over 10,000	939 44%	192 43%	61 50%	138 41%	45 43%	58 32%	114 53%	68 50%	134 44%	60 44%	357 46%	534 44%	138 37%	99 36%	63 38%	161 53%	
Town and Fringe	761 36%	153 34%	37 30%	134 40%	40 39%	82 46%	71 33%	56 41%	99 33%	43 32%	286 37%	418 34%	119 32%	121 45%	65 40%	115 38%	
NET: Rural	424 20%	102 23%	24 20%	63 19%	19 18%	39 22%	31 14%	13 10%	69 23%	31 23%	135 17%	265 22%	115 31%	52 19%	37 22%	24 8%	
Village	380 18%	92 21%	21 18%	52 16%	19 18%	35 20%	29 13%	12 9%	61 20%	28 21%	122 16%	236 19%	95 26%	49 18%	36 22%	24 8%	
Hamlet & Isolated Dwelling	44 2%	10 2%	2 2%	11 3%	- -	4 2%	2 1%	1 1%	8 3%	3 3%	13 2%	30 2%	20 5%	3 1%	1 1%	- -	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 206

Which of the following best describes where you live?**Base: All respondents**

	Experience of suspicious texts/calls											
	Total	Total			Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381	
NET: Urban	1700	684	741	1304	1225	422	520	642	455	419	300	
	80%	80%	79%	81%	81%	85%	82%	77%	78%	76%	79%	
Urban - Population over 10,000	939	367	398	716	668	243	289	340	233	215	180	
	44%	43%	42%	45%	44%	49%	46%	41%	40%	39%	47%	
Town and Fringe	761	317	343	588	557	178	231	303	223	203	120	
	36%	37%	37%	37%	37%	36%	36%	36%	38%	37%	32%	
NET: Rural	424	172	198	301	291	76	115	190	132	134	81	
	20%	20%	21%	19%	19%	15%	18%	23%	22%	24%	21%	
Village	380	153	176	268	260	67	101	169	115	119	74	
	18%	18%	19%	17%	17%	13%	16%	20%	20%	22%	19%	
Hamlet & Isolated Dwelling	44	19	22	33	31	9	14	21	17	15	7	
	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 207

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot- land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
NET: Working	1256 59%	100 43%	300 82%	283 84%	289 78%	279 42%	6 4%	400 67%	572 81%	279 42%	6 4%	44 50%	56 49%	146 36%	139 33%	657 63%	599 55%	725 62%	531 56%	151 64%	103 58%	101 55%	98 64%	103 52%	198 71%	166 57%	104 57%	1064 60%	49 49%	105 58%		
NET: Employed	1136 53%	92 40%	286 78%	254 75%	262 71%	237 35%	5 3%	378 64%	516 73%	237 35%	5 3%	38 44%	54 48%	123 31%	118 28%	589 57%	547 50%	655 56%	481 51%	140 59%	93 53%	95 52%	87 57%	96 49%	170 61%	147 51%	92 51%	954 53%	46 46%	100 55%		
Working full time - working 30 hours per week or more	929 44%	74 32%	252 69%	220 65%	220 60%	161 24%	2 1%	326 55%	441 62%	161 24%	2 1%	30 34%	44 39%	99 25%	63 15%	534 51%	396 36%	545 46%	384 40%	119 50%	71 40%	73 40%	70 46%	71 36%	149 53%	120 42%	74 40%	773 43%	37 37%	86 47%		
Working part-time - working between 8 and 29 hours per week	206 10%	18 8%	33 9%	33 10%	42 11%	76 11%	3 2%	52 9%	75 11%	76 11%	3 2%	8 9%	10 9%	24 6%	55 13%	55 5%	151 14%	109 9%	97 10%	21 9%	22 13%	22 12%	17 11%	25 13%	21 7%	26 9%	19 10%	182 10%	9 9%	14 8%		
NET: Self-employed	120 6%	7 3%	15 4%	29 9%	26 7%	41 6%	2 1%	22 4%	56 8%	41 6%	2 1%	6 7%	1 1%	22 6%	21 5%	69 7%	52 5%	71 6%	50 5%	12 5%	10 6%	6 3%	11 7%	7 3%	28 10%	19 7%	12 6%	110 6%	3 3%	5 3%		
Self-employed - working 30 hours per week or more	83 4%	4 2%	11 3%	25 7%	18 5%	25 4%	- -	15 3%	42 6%	25 4%	- -	4 5%	- -	14 4%	11 3%	54 5%	29 3%	50 4%	33 3%	8 3%	6 3%	4 2%	8 5%	6 3%	20 7%	15 5%	5 3%	77 4%	1 1%	3 2%		
Self-employed - working between 8 and 29 hours per week	38 2%	3 1%	4 1%	5 1%	8 2%	16 2%	2 1%	7 1%	13 2%	16 2%	2 1%	1 2%	1 1%	8 2%	10 2%	15 1%	23 2%	20 2%	17 2%	4 2%	4 2%	3 1%	3 2%	1 *	8 3%	5 2%	7 4%	33 2%	1 1%	2 1%		
NET: Not working	868 41%	130 57%	65 18%	55 16%	81 22%	392 58%	145 96%	195 33%	137 19%	392 58%	145 96%	43 50%	58 51%	256 64%	280 67%	381 37%	487 45%	447 38%	420 44%	84 36%	74 42%	82 45%	55 36%	95 48%	82 29%	123 43%	78 43%	720 40%	51 51%	76 42%		
Not working but seeking work or temporarily unemployed or sick	85 4%	12 5%	20 5%	15 4%	17 5%	21 3%	- -	32 5%	32 4%	21 3%	- -	4 4%	8 7%	10 3%	10 2%	40 4%	44 4%	26 2%	59 6%	3 1%	3 2%	18 10%	6 4%	5 2%	10 3%	9 3%	4 2%	63 4%	5 5%	14 8%		
Not working and not seeking work	105 5%	5 2%	10 3%	19 6%	26 7%	45 7%	- -	15 3%	45 6%	45 7%	- -	1 2%	3 3%	20 5%	25 6%	49 5%	56 5%	21 2%	84 9%	12 5%	6 4%	10 5%	11 7%	11 6%	8 3%	12 4%	14 8%	92 5%	4 4%	8 4%		
Student	128 6%	111 48%	14 4%	2 *	* *	1 *	- -	125 21%	2 *	1 *	- -	38 44%	44 39%	- -	1 *	59 6%	69 6%	91 8%	38 4%	14 6%	11 6%	13 7%	6 4%	7 3%	31 11%	17 6%	8 5%	112 6%	3 3%	11 6%		
Retired on a state pension only	107 5%	- -	- -	- -	- -	64 10%	43 28%	- -	- -	64 10%	43 28%	- -	- -	39 10%	68 16%	39 4%	68 6%	23 2%	83 9%	10 4%	12 7%	5 3%	7 4%	18 9%	11 4%	13 4%	13 7%	90 5%	4 4%	10 6%		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 207

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181			
Retired with a private pension	337 16%	-	-	1	6	228	102	-	7	228	102	-	-	183	147	183	154	256	82	38	25	27	14	37	21	55	31	269	30	27			
		-	-	*	2%	34%	68%	-	1%	34%	68%	-	-	46%	35%	18%	14%	22%	9%	16%	14%	15%	9%	19%	7%	19%	17%	15%	30%	15%			
House person, housewife, househusband, etc.	106 5%	2	20	19	32	33	-	22	51	33	-	-	2	4	29	10	95	32	74	8	15	9	11	18	2	17	8	93	5	5			
		1%	5%	6%	9%	5%	-	4%	7%	5%	-	-	2%	1%	7%	1%	9%	3%	8%	3%	9%	5%	7%	9%	1%	6%	4%	5%	5%	3%			

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 208

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo- ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa- lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
NET: Working	1256 59%	281 63%	72 59%	216 65%	60 58%	105 59%	132 61%	66 48%	194 65%	61 45%	494 64%	705 58%	208 56%	154 57%	62 38%	152 51%	
NET: Employed	1136 53%	247 55%	65 53%	202 60%	58 56%	98 55%	122 56%	54 39%	170 57%	57 43%	452 58%	632 52%	189 51%	144 53%	56 34%	137 46%	
Working full time - working 30 hours per week or more	929 44%	213 48%	52 43%	172 51%	45 43%	81 45%	104 48%	40 29%	129 43%	46 34%	376 48%	513 42%	149 40%	108 40%	47 29%	112 37%	
Working part-time - working between 8 and 29 hours per week	206 10%	34 8%	13 10%	30 9%	13 13%	17 10%	18 8%	14 10%	41 14%	11 9%	76 10%	119 10%	40 11%	37 13%	8 5%	25 8%	
NET: Self-employed	120 6%	34 7%	7 6%	14 4%	2 2%	7 4%	10 5%	12 9%	24 8%	4 3%	43 5%	73 6%	19 5%	10 4%	7 4%	16 5%	
Self-employed - working 30 hours per week or more	83 4%	22 5%	3 2%	9 3%	1 1%	4 3%	7 3%	9 6%	21 7%	3 2%	31 4%	49 4%	12 3%	6 2%	4 2%	10 3%	
Self-employed - working between 8 and 29 hours per week	38 2%	11 3%	5 4%	5 1%	2 1%	2 1%	2 1%	3 3%	3 1%	1 1%	11 1%	24 2%	7 2%	4 1%	3 2%	6 2%	
NET: Not working	868 41%	167 37%	50 41%	119 35%	44 42%	73 41%	84 39%	72 52%	107 35%	73 55%	283 36%	512 42%	165 44%	118 43%	102 62%	148 49%	
Not working but seeking work or temporarily unemployed or sick	85 4%	13 3%	5 4%	12 4%	4 4%	6 3%	15 7%	5 4%	9 3%	9 6%	25 3%	55 5%	5 1%	16 6%	9 6%	18 6%	
Not working and not seeking work	105 5%	17 4%	9 7%	12 3%	11 10%	8 4%	11 5%	9 7%	7 2%	13 10%	19 2%	79 6%	18 5%	15 6%	9 5%	13 4%	
Student	128 6%	19 4%	9 7%	14 4%	3 3%	7 4%	27 12%	7 5%	18 6%	10 8%	71 9%	50 4%	26 7%	14 5%	8 5%	18 6%	
Retired on a state pension only	107 5%	16 4%	4 3%	23 7%	5 5%	10 5%	3 1%	11 8%	12 4%	6 4%	28 4%	55 5%	21 6%	13 5%	15 9%	24 8%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 208

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Retired with a private pension	337 16%	79 18%	16 13%	44 13%	15 15%	34 19%	15 7%	34 25%	46 15%	31 23%	110 14%	208 17%	78 21%	45 17%	51 31%	59 20%
House person, housewife, househusband, etc.	106 5%	23 5%	7 6%	14 4%	6 5%	8 5%	14 6%	6 4%	15 5%	4 3%	30 4%	65 5%	17 5%	15 5%	10 6%	16 5%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 209

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Experience of suspicious texts/calls										
	Total			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
NET: Working	1256 59%	464 54%	533 57%	1000 62%	945 62%	320 64%	387 61%	426 51%	275 47%	279 51%	208 54%
NET: Employed	1136 53%	418 49%	481 51%	907 57%	856 56%	291 58%	356 56%	383 46%	249 42%	245 44%	186 49%
Working full time - working 30 hours per week or more	929 44%	326 38%	395 42%	744 46%	701 46%	235 47%	295 46%	306 37%	194 33%	199 36%	154 40%
Working part-time - working between 8 and 29 hours per week	206 10%	92 11%	85 9%	163 10%	155 10%	55 11%	60 10%	77 9%	55 9%	46 8%	32 8%
NET: Self-employed	120 6%	47 5%	53 6%	92 6%	90 6%	30 6%	32 5%	43 5%	26 4%	34 6%	22 6%
Self-employed - working 30 hours per week or more	83 4%	33 4%	36 4%	64 4%	63 4%	25 5%	23 4%	28 3%	15 3%	21 4%	13 3%
Self-employed - working between 8 and 29 hours per week	38 2%	14 2%	17 2%	28 2%	27 2%	5 1%	9 1%	15 2%	11 2%	13 2%	8 2%
NET: Not working	868 41%	391 46%	406 43%	606 38%	571 38%	177 36%	248 39%	406 49%	312 53%	273 49%	174 46%
Not working but seeking work or temporarily unemployed or sick	85 4%	26 3%	29 3%	57 4%	54 4%	15 3%	19 3%	26 3%	16 3%	20 4%	24 6%
Not working and not seeking work	105 5%	44 5%	55 6%	71 4%	63 4%	26 5%	33 5%	49 6%	34 6%	35 6%	24 6%
Student	128 6%	41 5%	42 4%	100 6%	94 6%	29 6%	27 4%	34 4%	20 3%	22 4%	24 6%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 209

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Retired on a state pension only	107 5%	45 5%	46 5%	58 4%	54 4%	16 3%	31 5%	47 6%	41 7%	30 5%	33 9%
Retired with a private pension	337 16%	188 22%	183 19%	237 15%	227 15%	65 13%	99 16%	204 24%	166 28%	138 25%	52 14%
House person, housewife, househusband, etc.	106 5%	47 6%	52 5%	83 5%	78 5%	26 5%	38 6%	46 6%	35 6%	28 5%	17 5%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 210

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
Currently furloughed / reduced hours / employer imposed temporary leave of absence as a result of the Coronavirus	53 2%	9 4%	12 3%	13 4%	9 3%	9 1%	- -	21 4%	22 3%	9 1%	- -	6 6%	4 3%	6 2%	3 1%	36 3%	17 2%	24 2%	29 3%	6 2%	4 2%	5 2%	4 2%	6 3%	14 5%	7 2%	- -	45 3%	2 2%	4 2%		
NET: Working	1172 55%	111 49%	282 77%	270 80%	276 75%	227 34%	6 4%	394 66%	546 77%	227 34%	6 4%	41 47%	65 57%	120 30%	113 27%	607 58%	565 52%	703 60%	469 49%	143 61%	97 55%	97 53%	88 57%	88 45%	184 66%	160 55%	97 53%	992 56%	45 45%	100 55%		
NET: Employed	1055 50%	104 45%	267 73%	239 71%	250 67%	191 29%	4 3%	371 62%	489 69%	191 29%	4 3%	35 40%	64 56%	99 25%	96 23%	535 52%	520 48%	640 55%	415 44%	132 56%	87 49%	88 48%	78 51%	80 40%	155 55%	147 51%	83 45%	885 50%	40 40%	95 53%		
Working full time - working 30 hours per week or more	826 39%	65 28%	227 62%	204 60%	210 57%	118 18%	2 1%	292 49%	414 58%	118 18%	2 1%	23 26%	43 38%	74 18%	46 11%	468 45%	359 33%	507 43%	319 34%	113 48%	67 38%	64 35%	59 39%	56 28%	127 45%	111 38%	59 32%	683 38%	32 32%	80 44%		
Working part-time - working between 8 and 29 hours per week	228 11%	38 17%	40 11%	35 10%	40 11%	73 11%	2 2%	78 13%	75 11%	73 11%	2 2%	12 14%	21 19%	26 6%	50 12%	67 6%	161 15%	133 11%	96 10%	19 8%	20 11%	24 13%	19 12%	24 12%	28 10%	37 13%	24 13%	202 11%	9 9%	15 8%		
NET: Self-employed	118 6%	8 3%	15 4%	31 9%	26 7%	36 5%	2 1%	23 4%	57 8%	36 5%	2 1%	7 8%	1 1%	21 5%	17 4%	72 7%	45 4%	64 5%	54 6%	11 5%	9 5%	9 5%	9 6%	8 4%	29 10%	13 4%	14 8%	107 6%	5 5%	5 3%		
Self-employed - working 30 hours per week or more	62 3%	5 2%	6 2%	22 7%	12 3%	17 3%	- -	10 2%	34 5%	17 3%	- -	5 5%	- -	11 3%	7 2%	46 4%	17 2%	37 3%	26 3%	6 3%	1 1%	4 2%	6 4%	4 2%	17 6%	8 3%	6 4%	57 3%	1 1%	3 2%		
Self-employed - working between 8 and 29 hours per week	55 3%	3 1%	9 3%	9 3%	14 4%	18 3%	2 1%	12 2%	23 3%	18 3%	2 1%	2 2%	1 1%	10 2%	10 2%	27 3%	29 3%	27 2%	28 3%	5 2%	8 5%	5 3%	3 2%	4 2%	12 4%	5 2%	8 4%	50 3%	3 3%	2 1%		
NET: Not working	899 42%	109 47%	71 19%	55 16%	85 23%	434 65%	145 96%	180 30%	140 20%	434 65%	145 96%	40 46%	45 40%	276 69%	303 72%	396 38%	503 46%	445 38%	454 48%	87 37%	76 43%	82 45%	62 40%	103 52%	82 29%	122 42%	86 47%	747 42%	53 53%	76 42%		
Not working but seeking work or temporarily unemployed or sick	93 4%	14 6%	23 6%	16 5%	15 4%	25 4%	- -	37 6%	31 4%	25 4%	- -	4 4%	10 9%	11 3%	14 3%	43 4%	51 5%	22 2%	71 7%	5 2%	3 2%	17 9%	9 6%	6 3%	12 4%	12 4%	7 4%	72 4%	4 4%	15 8%		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 210

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
Not working and not seeking work	108 5%	6 2%	10 3%	20 6%	29 8%	44 6%	-	16 3%	48 7%	44 6%	-	3 3%	3 3%	19 5%	24 6%	52 5%	56 5%	18 2%	90 9%	11 5%	7 4%	10 5%	8 5%	13 7%	6 2%	14 5%	17 9%	93 5%	3 3%	8 5%		
Student	106 5%	88 39%	14 4%	1 *	2 1%	-	-	102 17%	3 *	-	-	34 39%	31 27%	-	-	49 5%	56 5%	78 7%	28 3%	9 4%	8 4%	11 6%	7 5%	6 3%	26 9%	13 5%	5 3%	90 5%	5 5%	9 5%		
Retired on a state pension only	121 6%	-	-	-	-	79 12%	42 28%	-	-	79 12%	42 28%	-	-	43 11%	79 19%	43 4%	79 7%	26 2%	95 10%	12 5%	12 7%	5 3%	8 5%	20 10%	12 4%	15 5%	15 8%	102 6%	5 5%	12 7%		
Retired with a private pension	365 17%	-	-	1 *	6 2%	255 38%	103 68%	-	7 1%	255 38%	103 68%	-	-	199 49%	159 38%	199 19%	167 15%	274 23%	91 10%	42 18%	29 16%	29 16%	20 13%	40 20%	25 9%	55 19%	34 19%	296 17%	30 30%	28 16%		
House person, housewife, househusband, etc.	105 5%	1 *	23 6%	18 5%	32 9%	31 5%	-	24 4%	50 7%	31 5%	-	-	1 1%	4 1%	28 7%	10 1%	95 9%	28 2%	78 8%	8 4%	17 10%	11 6%	11 7%	18 9%	2 1%	13 4%	8 4%	94 5%	5 5%	4 2%		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 211

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Currently furloughed / reduced hours / employer imposed temporary leave of absence as a result of the Coronavirus	53 2%	5 1%	6 5%	8 2%	2 2%	7 4%	6 3%	3 2%	9 3%	2 2%	20 3%	29 2%	9 3%	7 3%	4 2%	10 3%	
NET: Working	1172 55%	266 59%	61 50%	198 59%	59 56%	93 52%	126 59%	61 44%	187 62%	57 43%	477 61%	643 53%	191 51%	140 51%	55 34%	136 45%	
NET: Employed	1055 50%	238 53%	55 45%	183 55%	55 53%	86 48%	117 54%	50 36%	162 54%	54 40%	435 56%	571 47%	170 46%	129 48%	51 31%	120 40%	
Working full time - working 30 hours per week or more	826 39%	195 44%	46 37%	153 46%	45 43%	70 39%	96 45%	30 22%	110 36%	40 30%	339 44%	453 37%	133 36%	98 36%	42 26%	89 30%	
Working part-time - working between 8 and 29 hours per week	228 11%	42 9%	9 8%	29 9%	9 9%	17 9%	21 10%	20 14%	52 17%	14 10%	96 12%	118 10%	38 10%	32 12%	8 5%	31 10%	
NET: Self-employed	118 6%	28 6%	6 5%	16 5%	4 4%	7 4%	9 4%	11 8%	25 8%	3 2%	42 5%	72 6%	21 6%	10 4%	5 3%	16 5%	
Self-employed - working 30 hours per week or more	62 3%	16 4%	1 1%	8 2%	1 1%	4 2%	5 2%	4 3%	17 6%	1 1%	22 3%	39 3%	13 4%	7 2%	2 1%	6 2%	
Self-employed - working between 8 and 29 hours per week	55 3%	12 3%	5 4%	7 2%	3 3%	2 1%	4 2%	6 5%	8 3%	2 2%	20 3%	33 3%	8 2%	4 1%	3 2%	10 3%	
NET: Not working	899 42%	177 40%	55 45%	128 38%	44 42%	78 44%	83 38%	74 54%	105 35%	75 56%	281 36%	545 45%	172 46%	125 46%	105 64%	154 51%	
Not working but seeking work or temporarily unemployed or sick	93 4%	20 5%	9 7%	13 4%	4 4%	7 4%	12 6%	4 3%	9 3%	10 8%	29 4%	62 5%	6 1%	18 7%	11 7%	15 5%	
Not working and not seeking work	108 5%	16 4%	9 7%	14 4%	10 9%	8 4%	13 6%	10 7%	9 3%	11 8%	19 2%	83 7%	16 4%	14 5%	9 5%	16 5%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 211

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Student	106 5%	17 4%	7 6%	12 4%	2 2%	8 4%	20 9%	4 3%	11 4%	9 7%	57 7%	42 3%	25 7%	11 4%	6 4%	14 5%	
Retired on a state pension only	121 6%	18 4%	5 4%	25 7%	5 5%	10 5%	6 3%	13 9%	13 4%	8 6%	30 4%	67 5%	24 7%	19 7%	15 9%	24 8%	
Retired with a private pension	365 17%	83 19%	17 14%	51 15%	16 15%	39 22%	16 7%	38 28%	48 16%	32 24%	117 15%	226 19%	83 22%	47 17%	55 33%	69 23%	
House person, housewife, househusband, etc.	105 5%	23 5%	8 6%	14 4%	7 6%	7 4%	15 7%	5 4%	14 5%	4 3%	29 4%	66 5%	18 5%	16 6%	9 6%	16 5%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 212

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Currently furloughed / reduced hours / employer imposed temporary leave of absence as a result of the Coronavirus	53 2%	21 3%	17 2%	44 3%	40 3%	19 4%	11 2%	18 2%	11 2%	11 2%	9 2%
NET: Working	1172 55%	422 49%	499 53%	933 58%	880 58%	289 58%	368 58%	389 47%	250 43%	258 47%	197 52%
NET: Employed	1055 50%	375 44%	446 47%	845 53%	795 52%	258 52%	336 53%	344 41%	224 38%	225 41%	175 46%
Working full time - working 30 hours per week or more	826 39%	285 33%	345 37%	660 41%	620 41%	205 41%	264 42%	261 31%	165 28%	173 31%	142 37%
Working part-time - working between 8 and 29 hours per week	228 11%	90 11%	100 11%	185 12%	175 12%	53 11%	72 11%	83 10%	59 10%	52 9%	33 9%
NET: Self-employed	118 6%	47 5%	53 6%	88 5%	85 6%	31 6%	32 5%	45 5%	26 5%	34 6%	22 6%
Self-employed - working 30 hours per week or more	62 3%	25 3%	29 3%	47 3%	47 3%	16 3%	20 3%	20 2%	11 2%	16 3%	11 3%
Self-employed - working between 8 and 29 hours per week	55 3%	22 3%	24 3%	40 3%	38 3%	15 3%	12 2%	25 3%	15 3%	17 3%	11 3%
NET: Not working	899 42%	412 48%	424 45%	629 39%	596 39%	189 38%	257 40%	426 51%	326 55%	283 51%	175 46%
Not working but seeking work or temporarily unemployed or sick	93 4%	32 4%	35 4%	70 4%	67 4%	23 5%	24 4%	28 3%	18 3%	20 4%	21 6%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 212

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Experience of suspicious texts/ calls										
	Total	Mobile						Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Not working and not seeking work	108 5%	44 5%	54 6%	74 5%	69 5%	27 5%	34 5%	47 6%	32 5%	34 6%	27 7%
Student	106 5%	31 4%	31 3%	79 5%	75 5%	22 4%	20 3%	29 3%	16 3%	17 3%	22 6%
Retired on a state pension only	121 6%	51 6%	55 6%	64 4%	58 4%	18 4%	34 5%	54 6%	45 8%	37 7%	36 9%
Retired with a private pension	365 17%	207 24%	200 21%	257 16%	247 16%	72 15%	108 17%	223 27%	182 31%	149 27%	53 14%
House person, housewife, househusband, etc.	105 5%	46 5%	49 5%	85 5%	80 5%	27 5%	36 6%	45 5%	33 6%	27 5%	16 4%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 213

Do you work in any of the following occupations?**Base: All respondents who work**

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region					Nation	
	Total	16-24	25-34	35-44	45-54	55-74	16-34	35-54	55-74	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	London	South East	Eng-land	Scot-land	
Unweighted base	1201	132	289	274	275	225	421	549	225	121	110	631	570	701	500	128	88	111	212	161	1013	98	
Weighted base	1225	121	294	283	285	236	415	569	236	126	116	643	583	727	498	149	101	101	198	166	1037	104	
NET: Public Sector	410 33%	50 41%	96 33%	99 35%	96 34%	68 29%	146 35%	195 34%	68 29%	30 24%	39 34%	178 28%	232 40%	275 38%	135 27%	47 32%	30 29%	34 34%	56 28%	50 30%	321 31%	48 46%	
A nationalised industry/state corporation	35 3%	10 9%	11 4%	8 3%	1 *	3 1%	22 5%	10 2%	3 1%	3 3%	- -	27 4%	7 1%	16 2%	19 4%	7 5%	1 1%	4 4%	15 7%	2 1%	32 3%	2 2%	
Central government or civil service (including Courts service and Bank of England)	50 4%	6 5%	13 4%	10 4%	14 5%	7 3%	19 5%	24 4%	7 3%	4 3%	3 3%	29 5%	20 3%	38 5%	12 2%	4 3%	3 3%	3 3%	9 5%	6 4%	40 4%	2 2%	
Local government or council (including fire services, police and local authority controlled schools/colleges)	139 11%	13 10%	27 9%	39 14%	34 12%	26 11%	39 9%	73 13%	26 11%	12 9%	15 13%	57 9%	82 14%	103 14%	36 7%	17 11%	6 6%	14 14%	14 7%	21 13%	110 11%	17 17%	
A university, or other grant funded establishment (include opted-out schools)	32 3%	1 1%	10 3%	6 2%	8 3%	7 3%	11 3%	14 2%	7 3%	4 3%	3 2%	16 2%	16 3%	27 4%	5 1%	- -	4 4%	1 1%	4 2%	1 1%	20 2%	6 6%	
A health authority or NHS Trust	115 9%	12 10%	27 9%	25 9%	32 11%	18 8%	38 9%	58 10%	18 8%	5 4%	13 11%	32 5%	82 14%	71 10%	44 9%	11 8%	13 13%	11 11%	11 5%	15 9%	89 9%	13 13%	
The armed forces	3 *	1 1%	1 *	1 *	- -	- -	2 *	1 *	- -	- -	- -	2 *	1 *	1 *	2 *	1 1%	- -	- -	- -	- -	3 *	- -	
Other public sector occupation (Please specify as much detail as possible)	38 3%	7 6%	8 3%	9 3%	7 2%	6 3%	15 4%	16 3%	6 3%	2 2%	5 4%	15 2%	23 4%	20 3%	18 4%	7 5%	3 3%	1 1%	4 2%	4 3%	28 3%	7 7%	
NET: Private Sector	815 67%	71 59%	198 67%	184 65%	190 66%	168 71%	269 65%	373 66%	168 71%	96 76%	77 66%	464 72%	350 60%	452 62%	363 73%	101 68%	71 71%	67 66%	142 72%	116 70%	716 69%	56 54%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 213

Do you work in any of the following occupations?

Base: All respondents who work

		Age 1					Age 2			Age/Gender		Gender		Social Grade		Region					Nation	
										Male	Female	Male	Female	ABC1	C2DE	North West	York-shire & Humbs- erside	West Mid-lands	London	South East	Eng-land	Scot-land
	Total	16-24	25-34	35-44	45-54	55-74	16-34	35-54	55-74	55+	55+											
Weighted base	1225	121	294	283	285	236	415	569	236	126	116	643	583	727	498	149	101	101	198	166	1037	104
A charity, voluntary organisation or trust	42 3%	5 4%	7 3%	13 5%	8 3%	10 4%	12 3%	21 4%	10 4%	4 3%	6 5%	16 2%	27 5%	26 4%	17 3%	5 3%	9 9%	2 2%	7 4%	8 5%	39 4%	1 1%
Self-employed (Private sector)	168 14%	14 12%	37 13%	32 11%	35 12%	48 20%	51 12%	67 12%	48 20%	28 23%	21 18%	111 17%	57 10%	93 13%	75 15%	11 7%	11 11%	11 11%	50 25%	27 16%	152 15%	8 7%
None of the above/ I work in the Private sector	604 49%	52 43%	153 52%	139 49%	147 51%	110 47%	205 50%	286 50%	110 47%	63 50%	50 43%	338 53%	266 46%	333 46%	271 54%	86 58%	51 51%	54 53%	85 43%	82 49%	524 51%	47 45%

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Absolutes/col percents

Table 214

Do you work in any of the following occupations?**Base: All respondents who work**

	Phone network					Mobile O/S		Landline provider			
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Vodafone ne	Apple / iPhone	Other	BT	Sky	Virgin Media
Unweighted base	1201	254	208	95	129	193	481	662	194	147	136
Weighted base	1225	271	207	100	133	196	497	672	201	147	146
NET: Public Sector	410	93	72	36	42	73	167	227	58	54	50
	33%	34%	35%	36%	31%	37%	34%	34%	29%	37%	35%
A nationalised industry/state corporation	35	12	5	3	4	8	17	17	5	7	6
	3%	5%	2%	3%	3%	4%	3%	2%	3%	5%	4%
Central government or civil service (including Courts service and Bank of England)	50	15	10	5	1	7	19	30	9	7	6
	4%	6%	5%	5%	1%	4%	4%	4%	4%	5%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	139	25	25	16	16	22	53	81	20	20	14
	11%	9%	12%	16%	12%	11%	11%	12%	10%	13%	9%
A university, or other grant funded establishment (include opted-out schools)	32	9	9	-	1	3	12	18	5	4	6
	3%	3%	5%	-	1%	1%	2%	3%	3%	3%	4%
A health authority or NHS Trust	115	25	19	8	14	25	52	55	13	14	15
	9%	9%	9%	8%	11%	13%	10%	8%	6%	9%	10%
The armed forces	3	2	-	-	-	-	2	1	2	-	-
	*	1%	-	-	-	-	*	*	1%	-	-
Other public sector occupation (Please specify as much detail as possible)	38	5	4	5	5	8	12	24	4	4	3
	3%	2%	2%	5%	4%	4%	2%	4%	2%	3%	2%
NET: Private Sector	815	177	134	64	91	123	330	445	143	93	96
	67%	66%	65%	64%	69%	63%	66%	66%	71%	63%	65%
A charity, voluntary organisation or trust	42	11	7	2	2	4	17	21	8	4	3
	3%	4%	3%	2%	2%	2%	3%	3%	4%	3%	2%

Ofcom Scams Survey
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Absolutes/col percents

Table 214

Do you work in any of the following occupations?**Base: All respondents who work**

	Phone network					Mobile O/S		Landline provider			
	Total	EE/BT Mobile	O2	Tesco Mobile	Three	Vodafone	Apple / iPhone	Other	BT	Sky	Virgin Media
Weighted base	1225	271	207	100	133	196	497	672	201	147	146
Self-employed (Private sector)	168 14%	39 14%	25 12%	10 10%	14 10%	33 17%	61 12%	95 14%	29 14%	19 13%	19 13%
None of the above/ I work in the Private sector	604 49%	127 47%	102 50%	52 52%	75 56%	86 44%	253 51%	329 49%	106 53%	69 47%	73 50%

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Absolutes/col percents

Table 215

Do you work in any of the following occupations?**Base: All respondents who work**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	1201	437	495	954	898	305	370	379	247	248	209
Weighted base	1225	444	515	976	920	309	378	406	261	269	206
NET: Public Sector	410 33%	141 32%	176 34%	329 34%	305 33%	99 32%	127 34%	131 32%	81 31%	93 35%	62 30%
A nationalised industry/state corporation	35 3%	16 4%	17 3%	30 3%	25 3%	15 5%	13 3%	13 3%	7 3%	10 4%	5 2%
Central government or civil service (including Courts service and Bank of England)	50 4%	18 4%	18 4%	42 4%	36 4%	11 4%	11 3%	15 4%	12 4%	10 4%	4 2%
Local government or council (including fire services, police and local authority controlled schools/colleges)	139 11%	47 11%	55 11%	107 11%	100 11%	34 11%	44 12%	41 10%	26 10%	26 10%	26 12%
A university, or other grant funded establishment (include opted-out schools)	32 3%	11 3%	17 3%	25 3%	23 2%	5 2%	10 3%	11 3%	7 3%	10 4%	3 2%
A health authority or NHS Trust	115 9%	35 8%	48 9%	97 10%	94 10%	25 8%	33 9%	38 9%	21 8%	28 10%	15 7%
The armed forces	3 *	2 *	- -	3 *	3 *	2 1%	- -	2 1%	2 1%	- -	- -
Other public sector occupation (Please specify as much detail as possible)	38 3%	11 3%	21 4%	26 3%	24 3%	7 2%	16 4%	12 3%	7 3%	9 3%	10 5%
NET: Private Sector	815 67%	303 68%	339 66%	648 66%	615 67%	210 68%	251 66%	275 68%	180 69%	176 65%	145 70%

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Absolutes/col percents

Table 215

Do you work in any of the following occupations?**Base: All respondents who work**

	Total	Experience of suspicious texts/ calls		Mobile				Landline			None
		Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Weighted base	1225	444	515	976	920	309	378	406	261	269	206
A charity, voluntary organisation or trust	42 3%	16 4%	21 4%	37 4%	34 4%	10 3%	15 4%	16 4%	10 4%	13 5%	5 2%
Self-employed (Private sector)	168 14%	71 16%	71 14%	123 13%	120 13%	50 16%	48 13%	60 15%	43 16%	40 15%	37 18%
None of the above/ I work in the Private sector	604 49%	216 49%	248 48%	488 50%	461 50%	150 49%	188 50%	199 49%	127 49%	123 46%	103 50%

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Absolutes/col percents

Table 216

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176			
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181			
No children aged 18 or under	1519 72%	175 76%	196 54%	131 39%	235 63%	632 94%	149 99%	371 62%	366 52%	632 94%	149 99%	60 69%	88 77%	379 94%	403 96%	730 70%	789 73%	852 73%	667 70%	164 70%	133 76%	116 64%	108 71%	153 78%	175 63%	208 72%	132 72%	1263 71%	78 78%	137 76%			
NET: Yes	592 28%	47 20%	167 46%	206 61%	134 36%	37 5%	1 1%	213 36%	340 48%	37 5%	1 1%	25 15%	20 6%	23 6%	15 4%	303 29%	289 27%	314 27%	278 29%	70 30%	43 24%	65 36%	43 28%	43 22%	101 36%	78 27%	50 28%	509 29%	22 22%	43 24%			
NET: Any 5-18	478 23%	22 10%	105 29%	183 54%	130 35%	36 5%	1 1%	127 21%	313 44%	36 5%	1 1%	13 15%	6 6%	22 6%	15 4%	244 23%	234 22%	253 22%	225 24%	60 25%	35 20%	38 21%	34 22%	37 19%	85 30%	67 23%	39 21%	407 23%	20 20%	37 20%			
NET: Any 11-18	300 14%	13 6%	35 10%	106 31%	112 30%	33 5%	1 1%	47 8%	219 31%	33 5%	1 1%	9 11%	1 1%	22 6%	12 3%	160 15%	140 13%	156 13%	145 15%	32 13%	21 12%	29 16%	19 12%	23 12%	54 19%	47 16%	27 15%	258 14%	11 11%	22 12%			
Yes - children aged under 5 years old	206 10%	32 14%	97 27%	63 19%	11 3%	2 *	-	129 22%	75 11%	2 *	-	14 17%	17 15%	1 *	1 *	103 10%	102 9%	101 9%	105 11%	29 12%	16 9%	33 18%	24 16%	14 7%	24 9%	16 6%	21 11%	180 10%	7 7%	10 5%			
Yes - children aged 5 to 10 years old	275 13%	12 5%	87 24%	125 37%	46 12%	6 1%	-	99 17%	171 24%	6 1%	-	6 7%	5 5%	-	6 1%	135 13%	140 13%	150 13%	125 13%	42 18%	21 12%	22 12%	21 13%	20 10%	45 16%	31 11%	24 13%	230 13%	14 14%	22 12%			
Yes - children aged 11 to 15 years old	220 10%	5 2%	32 9%	89 26%	81 22%	13 2%	-	38 6%	170 24%	13 2%	-	5 6%	-	9 2%	5 1%	115 11%	106 10%	115 10%	106 11%	26 11%	15 9%	22 12%	15 10%	16 8%	37 13%	33 12%	17 9%	188 11%	6 6%	18 10%			
Yes - children aged 16 to 18 years old	119 6%	7 3%	5 1%	32 9%	51 14%	23 3%	1 1%	12 2%	83 12%	23 3%	1 1%	4 4%	1 1%	17 4%	7 2%	66 6%	54 5%	57 5%	62 7%	12 5%	7 4%	10 5%	9 6%	11 6%	23 8%	21 7%	10 5%	106 6%	6 6%	6 3%			
Refused	13 1%	8 4%	2 1%	1 *	1 *	1 *	-	10 2%	2 *	1 *	-	2 3%	6 5%	-	1 *	6 1%	7 1%	7 1%	7 1%	1 *	-	1 1%	1 1%	1 1%	4 1%	3 1%	-	12 1%	-	1 1%			

Ofcom Scams Survey

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Absolutes/col percents

Table 217

Do you have any children aged 18 or under? If so, how old are they?**Base: All respondents**

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
No children aged 18 or under	1519 72%	305 68%	92 75%	232 69%	65 63%	133 75%	155 72%	110 80%	212 71%	105 78%	527 68%	892 73%	278 75%	185 68%	140 85%	233 78%	
NET: Yes	592 28%	142 32%	28 23%	101 30%	39 37%	45 25%	60 28%	26 19%	86 29%	29 22%	242 31%	321 26%	92 25%	86 31%	25 15%	65 22%	
NET: Any 5-18	478 23%	106 24%	20 17%	83 25%	33 32%	41 23%	43 20%	19 14%	71 23%	26 19%	175 22%	275 23%	72 19%	68 25%	18 11%	59 20%	
NET: Any 11-18	300 14%	59 13%	12 10%	40 12%	24 23%	30 17%	30 14%	16 11%	50 17%	19 14%	108 14%	178 15%	53 14%	46 17%	12 7%	45 15%	
Yes - children aged under 5 years old	206 10%	50 11%	12 10%	40 12%	11 11%	9 5%	29 13%	10 7%	26 9%	5 4%	103 13%	94 8%	31 8%	29 11%	9 5%	16 5%	
Yes - children aged 5 to 10 years old	275 13%	65 14%	10 8%	62 18%	16 16%	19 11%	24 11%	7 5%	37 12%	10 8%	99 13%	158 13%	33 9%	37 14%	9 6%	31 10%	
Yes - children aged 11 to 15 years old	220 10%	45 10%	10 8%	33 10%	16 15%	15 8%	24 11%	13 9%	38 13%	12 9%	81 10%	128 11%	35 10%	35 13%	5 3%	33 11%	
Yes - children aged 16 to 18 years old	119 6%	26 6%	3 2%	10 3%	12 12%	21 12%	8 4%	4 3%	15 5%	10 8%	41 5%	70 6%	26 7%	15 6%	7 4%	16 5%	
Refused	13 1%	1 *	3 2%	3 1%	- -	- -	1 *	1 1%	3 1%	- -	8 1%	4 *	2 1%	1 *	- -	1 *	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 218

Do you have any children aged 18 or under? If so, how old are they?**Base: All respondents**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
No children aged 18 or under	1519 72%	631 74%	681 72%	1119 70%	1057 70%	327 66%	439 69%	637 77%	466 79%	427 77%	280 73%
NET: Yes	592 28%	219 26%	253 27%	476 30%	450 30%	166 33%	192 30%	190 23%	118 20%	122 22%	99 26%
NET: Any 5-18	478 23%	176 21%	208 22%	385 24%	363 24%	128 26%	159 25%	161 19%	101 17%	104 19%	78 20%
NET: Any 11-18	300 14%	120 14%	124 13%	250 16%	242 16%	84 17%	88 14%	109 13%	70 12%	68 12%	41 11%
Yes - children aged under 5 years old	206 10%	73 9%	81 9%	160 10%	146 10%	64 13%	62 10%	58 7%	33 6%	39 7%	42 11%
Yes - children aged 5 to 10 years old	275 13%	93 11%	130 14%	222 14%	206 14%	72 14%	104 16%	89 11%	55 9%	57 10%	45 12%
Yes - children aged 11 to 15 years old	220 10%	85 10%	87 9%	184 11%	179 12%	58 12%	61 10%	76 9%	47 8%	44 8%	30 8%
Yes - children aged 16 to 18 years old	119 6%	49 6%	46 5%	95 6%	88 6%	37 7%	32 5%	42 5%	29 5%	29 5%	19 5%
Refused	13 1%	5 1%	6 1%	10 1%	9 1%	4 1%	5 1%	4 1%	3 1%	2 *	3 1%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 219

Which of the following ITV regions do you live in?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation				
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Anglia	194 9%	20 9%	23 6%	34 10%	36 10%	59 9%	23 15%	43 7%	70 10%	59 9%	23 15%	4 4%	13 11%	37 9%	45 11%	83 8%	111 10%	89 8%	105 11%	-	-	-	22 14%	157 80%	1 *	12 4%	1 *	194 11%	-	-	
Border	20 1%	4 2%	3 1%	2 *	6 2%	3 *	3 2%	6 1%	8 1%	3 *	3 2%	1 1%	3 3%	2 1%	4 1%	9 1%	11 1%	11 1%	10 1%	12 5%	-	-	-	-	-	-	-	-	12 1%	-	8 4%
Central	280 13%	35 15%	57 16%	43 13%	51 14%	73 11%	21 14%	92 15%	94 13%	73 11%	21 14%	18 20%	15 14%	52 13%	42 10%	150 14%	130 12%	147 13%	133 14%	2 1%	-	166 91%	105 69%	-	1 *	1 *	5 3%	280 16%	-	1 *	
Granada	215 10%	16 7%	38 10%	36 11%	40 11%	72 11%	14 9%	53 9%	76 11%	72 11%	14 9%	3 3%	11 9%	41 10%	45 11%	102 10%	114 10%	112 10%	103 11%	208 88%	-	3 2%	1 1%	-	-	2 1%	-	214 12%	2 2%	-	
London	424 20%	75 33%	81 22%	67 20%	57 15%	120 18%	24 16%	156 26%	124 17%	120 18%	24 16%	40 47%	28 25%	68 17%	75 18%	228 22%	196 18%	266 23%	157 17%	2 1%	1 *	1 1%	-	36 18%	278 99%	98 34%	3 2%	421 24%	-	-	
Meridian	197 9%	16 7%	32 9%	27 8%	37 10%	68 10%	16 11%	48 8%	64 9%	68 10%	16 11%	3 3%	8 7%	45 11%	40 10%	89 9%	107 10%	107 9%	89 9%	-	-	-	1 1%	1 *	-	176 61%	19 11%	197 11%	-	-	
STV	170 8%	13 6%	32 9%	28 8%	34 9%	54 8%	9 6%	44 7%	62 9%	54 8%	9 6%	3 4%	8 7%	36 9%	28 7%	88 8%	82 8%	95 8%	75 8%	-	-	-	-	-	-	-	-	-	-	170 94%	
Tyne Tees	88 4%	7 3%	12 3%	10 3%	20 5%	32 5%	8 5%	19 3%	30 4%	32 5%	8 5%	5 5%	1 1%	24 6%	15 4%	50 5%	39 4%	48 4%	41 4%	-	3 2%	-	-	-	-	-	-	88 5%	-	1 *	
Wales	98 5%	10 4%	10 3%	10 3%	18 5%	43 6%	6 4%	21 3%	28 4%	43 6%	6 4%	3 3%	6 6%	22 6%	27 6%	43 4%	55 5%	58 5%	39 4%	-	-	-	-	*	-	-	-	*	97 97%	-	
West	69 3%	3 1%	14 4%	14 4%	14 4%	20 3%	4 2%	17 3%	28 4%	20 3%	4 2%	-	1 1%	11 3%	13 3%	37 4%	31 3%	36 3%	33 3%	10 4%	-	11 6%	1 1%	-	-	-	45 60%	68 4%	1 1%	-	
Westcountry	112 5%	12 5%	18 5%	17 5%	20 5%	35 5%	9 6%	30 5%	37 5%	35 5%	9 6%	2 2%	8 7%	21 5%	24 6%	58 6%	53 5%	69 6%	42 4%	-	-	1 1%	-	-	-	-	109 60%	110 6%	-	1 1%	
Yorkshire	200 9%	17 7%	35 10%	37 11%	30 8%	69 10%	12 8%	52 9%	67 9%	69 10%	12 8%	5 6%	10 9%	32 8%	49 12%	77 7%	123 11%	93 8%	108 11%	1 1%	173 98%	-	22 15%	3 2%	-	-	-	200 11%	-	-	
UTV	57 3%	2 1%	10 3%	14 4%	7 2%	22 3%	2 1%	13 2%	21 3%	22 3%	2 1%	1 1%	1 1%	10 2%	14 3%	24 2%	33 3%	41 3%	16 2%	-	-	-	-	-	-	-	-	-	-	-	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 220

Which of the following ITV regions do you live in?

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Anglia	194 9%	32 7%	16 13%	32 10%	6 5%	25 14%	11 5%	10 7%	31 10%	18 13%	73 9%	107 9%	42 11%	21 8%	11 7%	25 8%
Border	20 1%	4 1%	1 1%	3 1%	2 2%	4 2%	* *	- -	5 2%	- -	2 *	13 1%	8 2%	- -	2 1%	- -
Central	280 13%	63 14%	17 14%	42 12%	15 14%	22 12%	42 20%	10 7%	29 10%	18 14%	103 13%	160 13%	48 13%	33 12%	26 16%	43 14%
Granada	215 10%	44 10%	15 12%	39 12%	8 8%	18 10%	22 10%	12 9%	28 9%	15 11%	63 8%	143 12%	24 6%	25 9%	18 11%	30 10%
London	424 20%	102 23%	20 16%	62 19%	18 17%	26 14%	48 22%	29 21%	71 24%	16 12%	174 22%	223 18%	74 20%	50 19%	25 15%	61 20%
Meridian	197 9%	32 7%	8 6%	29 9%	16 15%	16 9%	18 8%	13 9%	38 13%	12 9%	65 8%	118 10%	40 11%	31 11%	9 6%	21 7%
STV	170 8%	42 9%	8 7%	34 10%	11 11%	15 9%	16 7%	6 5%	23 8%	8 6%	60 8%	103 8%	28 7%	27 10%	16 10%	21 7%
Tyne Tees	88 4%	22 5%	8 7%	14 4%	4 4%	6 3%	10 5%	6 4%	9 3%	8 6%	38 5%	46 4%	14 4%	11 4%	8 5%	18 6%
Wales	98 5%	25 6%	3 2%	9 3%	6 6%	10 6%	7 3%	10 7%	13 4%	9 7%	38 5%	58 5%	14 4%	12 4%	8 5%	17 6%
West	69 3%	15 3%	4 4%	7 2%	1 1%	6 4%	5 2%	6 4%	7 2%	6 4%	24 3%	38 3%	11 3%	6 2%	8 5%	15 5%
Westcountry	112 5%	20 4%	6 5%	6 2%	8 8%	12 7%	15 7%	12 9%	18 6%	6 5%	40 5%	64 5%	27 7%	20 7%	6 4%	12 4%
Yorkshire	200 9%	40 9%	13 11%	34 10%	6 6%	15 8%	18 8%	21 15%	23 8%	16 12%	74 10%	112 9%	31 8%	25 9%	23 14%	29 10%
UTV	57 3%	9 2%	4 3%	24 7%	3 3%	4 2%	4 2%	2 1%	7 2%	1 1%	23 3%	33 3%	11 3%	11 4%	5 3%	7 2%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 221

Which of the following ITV regions do you live in?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice	recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
		Total	Any voice call								
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Anglia	194 9%	90 10%	89 9%	141 9%	133 9%	44 9%	60 9%	80 10%	64 11%	50 9%	35 9%
Border	20 1%	7 1%	11 1%	14 1%	13 1%	2 *	4 1%	11 1%	6 1%	8 1%	2 1%
Central	280 13%	98 11%	114 12%	200 12%	188 12%	51 10%	75 12%	102 12%	71 12%	66 12%	66 17%
Granada	215 10%	74 9%	87 9%	168 10%	157 10%	44 9%	54 9%	70 8%	46 8%	54 10%	37 10%
London	424 20%	186 22%	197 21%	332 21%	311 21%	132 27%	149 23%	161 19%	109 19%	112 20%	75 20%
Meridian	197 9%	79 9%	91 10%	144 9%	139 9%	43 9%	53 8%	77 9%	53 9%	56 10%	37 10%
STV	170 8%	59 7%	67 7%	127 8%	121 8%	38 8%	49 8%	61 7%	42 7%	39 7%	34 9%
Tyne Tees	88 4%	43 5%	48 5%	72 5%	67 4%	23 5%	35 6%	45 5%	33 6%	27 5%	11 3%
Wales	98 5%	44 5%	51 5%	79 5%	71 5%	20 4%	34 5%	50 6%	35 6%	31 6%	10 3%
West	69 3%	31 4%	24 3%	50 3%	49 3%	17 3%	14 2%	29 3%	24 4%	15 3%	14 4%
Westcountry	112 5%	50 6%	47 5%	84 5%	80 5%	26 5%	31 5%	48 6%	37 6%	31 6%	16 4%
Yorkshire	200 9%	72 8%	89 9%	146 9%	139 9%	43 9%	61 10%	77 9%	54 9%	51 9%	39 10%
UTV	57 3%	22 3%	25 3%	48 3%	47 3%	14 3%	18 3%	22 3%	14 2%	13 2%	6 2%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 222
Marital Status
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation	
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Single	635 30%	177 77%	146 40%	102 30%	99 27%	104 15%	8 5%	323 54%	201 28%	104 15%	8 5%	67 78%	81 71%	67 17%	44 11%	329 32%	306 28%	370 32%	265 28%	73 31%	50 29%	57 31%	38 25%	42 21%	119 42%	73 25%	56 31%	533 30%	26 26%	65 36%	
NET: Married/ Civil partnership/ co habiting	1185 56%	49 21%	207 57%	215 63%	229 62%	391 58%	95 63%	256 43%	443 63%	391 58%	95 63%	18 21%	31 27%	270 67%	215 51%	612 59%	573 53%	626 53%	559 59%	127 54%	104 59%	108 59%	99 65%	113 57%	131 47%	170 59%	99 54%	1001 56%	55 55%	88 49%	
Married	882 42%	19 8%	110 30%	155 46%	171 46%	339 51%	88 58%	130 22%	326 46%	339 51%	88 58%	12 14%	7 6%	244 61%	183 44%	478 46%	405 37%	466 40%	416 44%	91 39%	76 43%	81 44%	71 46%	85 43%	106 38%	121 42%	66 36%	739 41%	44 44%	66 36%	
Civil Partnership	26 1%	3 1%	11 3%	5 1%	4 1%	3 1%	1 1%	13 2%	8 1%	3 1%	1 1%	1 1%	2 2%	3 1%	2 *	13 1%	13 1%	17 1%	10 1%	6 2%	3 2%	1 2%	3 *	2 1%	8 3%	1 1%	25 1%	- 1%	- 1%		
Co Habiting	277 13%	27 12%	86 24%	55 16%	55 15%	48 7%	6 4%	113 19%	110 15%	48 7%	6 4%	5 6%	22 19%	23 6%	30 7%	121 12%	156 14%	143 12%	134 14%	29 12%	25 14%	26 14%	25 17%	28 14%	23 8%	40 14%	31 17%	238 13%	11 11%	21 12%	
NET: Widowed/ separated/ divorced	292 14%	- -	9 2%	18 5%	41 11%	176 26%	48 32%	9 1%	59 8%	176 26%	48 32%	- -	- -	64 16%	160 38%	93 9%	199 18%	168 14%	124 13%	34 14%	21 12%	18 10%	16 10%	40 20%	29 10%	43 15%	28 15%	240 13%	19 19%	26 14%	
Widowed	93 4%	- -	- -	2 *	2 1%	56 8%	32 21%	- -	4 1%	56 8%	32 21%	- -	- -	28 7%	61 15%	31 3%	62 6%	55 5%	38 4%	14 6%	11 6%	6 3%	6 4%	14 7%	8 3%	11 4%	7 4%	83 5%	4 4%	5 3%	
Separated	27 1%	- -	5 1%	5 2%	6 2%	11 2%	- -	5 1%	11 2%	11 2%	- -	- -	- -	3 1%	7 2%	12 1%	15 1%	17 1%	9 1%	2 1%	1 1%	1 1%	- -	5 3%	4 1%	5 2%	2 1%	21 1%	2 2%	2 1%	
Divorced	172 8%	- -	4 1%	11 3%	33 9%	109 16%	16 10%	4 1%	44 6%	109 16%	16 10%	- -	- -	33 8%	92 22%	50 5%	122 11%	96 8%	77 8%	19 8%	9 5%	11 6%	10 7%	21 11%	17 6%	27 9%	18 10%	136 8%	12 12%	18 10%	
Prefer not to answer	12 1%	3 1%	4 1%	4 1%	1 *	- -	- -	7 1%	5 1%	- -	- -	1 1%	2 2%	- -	- -	5 *	7 1%	9 1%	3 *	2 1%	1 *	- -	- -	2 1%	2 1%	2 1%	- -	10 1%	- 1%	2 1%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 223

Marital Status**Base: All respondents**

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Single	635 30%	117 26%	45 37%	83 25%	24 23%	42 24%	93 43%	28 21%	112 37%	45 34%	253 32%	348 29%	112 30%	71 26%	42 25%	83 28%
NET: Married/ Civil partnership/ co habiting	1185 56%	263 59%	61 50%	199 59%	68 65%	110 62%	99 46%	77 56%	154 51%	68 51%	411 53%	699 57%	214 57%	163 60%	94 57%	169 56%
Married	882 42%	194 43%	40 33%	133 40%	50 48%	88 50%	75 35%	66 48%	117 39%	49 36%	293 38%	529 43%	180 48%	136 50%	75 45%	137 46%
Civil Partnership	26 1%	4 1%	2 1%	7 2%	1 1%	3 2%	1 *	1 1%	6 2%	2 2%	11 1%	14 1%	3 1%	1 *	4 3%	5 2%
Co Habiting	277 13%	65 15%	19 16%	60 18%	17 16%	19 10%	24 11%	10 7%	31 10%	17 13%	107 14%	156 13%	31 8%	27 10%	15 9%	27 9%
NET: Widowed/ separated/ divorced	292 14%	67 15%	14 11%	49 15%	13 12%	26 15%	22 10%	31 23%	33 11%	21 15%	108 14%	165 14%	45 12%	36 13%	28 17%	48 16%
Widowed	93 4%	18 4%	5 4%	11 3%	5 4%	9 5%	5 2%	13 10%	13 4%	7 5%	31 4%	48 4%	19 5%	9 3%	9 6%	19 6%
Separated	27 1%	8 2%	1 1%	5 2%	1 1%	1 *	3 2%	* *	3 1%	4 3%	9 1%	17 1%	4 1%	5 2%	1 1%	2 1%
Divorced	172 8%	41 9%	8 7%	33 10%	8 7%	17 9%	13 6%	17 13%	16 5%	10 7%	68 9%	99 8%	23 6%	22 8%	17 10%	26 9%
Prefer not to answer	12 1%	1 *	2 2%	4 1%	- -	- -	1 *	1 1%	3 1%	1 *	6 1%	6 *	2 *	1 *	1 1%	- -

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 224
Marital Status
Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Single	635 30%	225 26%	248 26%	470 29%	440 29%	139 28%	161 25%	209 25%	141 24%	144 26%	130 34%
NET: Married/ Civil partnership/ co habiting	1185 56%	487 57%	550 59%	906 56%	854 56%	289 58%	377 59%	481 58%	339 58%	323 58%	200 52%
Married	882 42%	389 45%	429 46%	670 42%	631 42%	213 43%	280 44%	405 49%	287 49%	274 50%	143 38%
Civil Partnership	26 1%	9 1%	13 1%	20 1%	20 1%	8 2%	10 2%	10 1%	6 1%	8 1%	5 1%
Co Habiting	277 13%	89 10%	108 11%	216 13%	204 13%	68 14%	88 14%	66 8%	46 8%	41 7%	52 14%
NET: Widowed/ separated/ divorced	292 14%	139 16%	141 15%	223 14%	214 14%	67 14%	96 15%	138 17%	103 17%	86 16%	47 12%
Widowed	93 4%	55 6%	56 6%	62 4%	59 4%	14 3%	35 5%	63 8%	51 9%	36 7%	16 4%
Separated	27 1%	11 1%	11 1%	22 1%	21 1%	5 1%	8 1%	9 1%	8 1%	7 1%	3 1%
Divorced	172 8%	72 8%	73 8%	139 9%	134 9%	49 10%	53 8%	66 8%	43 7%	43 8%	28 7%
Prefer not to answer	12 1%	5 1%	1 *	7 *	7 *	2 *	1 *	5 1%	5 1%	- -	4 1%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 225

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region							Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land	
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176	
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181	
Glasgow	85 4%	8 4%	16 4%	12 3%	20 5%	25 4%	3 2%	24 4%	32 4%	25 4%	3 2%	1 1%	7 6%	14 3%	15 3%	32 3%	52 5%	37 3%	47 5%	-	-	-	-	-	-	-	-	-	-	-	85 47%
Edinburgh	85 4%	7 3%	17 5%	18 5%	15 4%	22 5%	3 3%	24 4%	33 5%	22 3%	5 3%	4 4%	2 2%	17 4%	10 2%	53 5%	31 3%	56 5%	28 3%	-	1 *	-	-	-	-	-	-	-	1 *	-	84 47%
Newcastle	91 4%	8 4%	10 3%	12 4%	20 6%	32 5%	8 5%	18 3%	33 5%	32 5%	8 5%	5 5%	3 3%	25 6%	15 3%	51 5%	39 4%	49 4%	41 4%	4 2%	1 *	-	-	-	-	-	-	-	91 5%	-	-
Leeds	99 5%	10 4%	15 4%	24 7%	13 4%	31 5%	6 4%	25 4%	37 5%	31 5%	6 4%	4 5%	5 4%	17 4%	19 5%	49 5%	50 5%	54 5%	45 5%	-	99 56%	-	-	-	-	-	-	99 6%	-	-	
Hull	30 1%	3 1%	6 2%	2 1%	3 1%	14 2%	1 1%	10 2%	5 1%	14 2%	1 1%	1 1%	2 2%	4 1%	11 3%	7 1%	22 2%	13 1%	17 2%	-	28 16%	-	2 2%	-	-	-	-	30 2%	-	-	
Sheffield	56 3%	3 1%	15 4%	9 3%	9 3%	15 2%	5 3%	18 3%	18 3%	15 2%	5 3%	-	3 3%	10 2%	10 2%	18 2%	38 3%	25 2%	31 3%	-	43 24%	-	13 9%	-	-	-	-	56 3%	-	-	
Manchester	177 8%	16 7%	31 9%	33 10%	32 9%	53 8%	11 7%	47 8%	65 9%	53 8%	11 7%	3 3%	11 9%	33 8%	32 8%	92 9%	85 8%	87 7%	89 9%	159 67%	1 1%	14 8%	1 1%	-	-	-	-	175 10%	1 1%	-	
Liverpool	74 4%	4 2%	11 3%	16 5%	14 4%	25 4%	5 3%	15 3%	29 4%	25 4%	5 3%	2 2%	2 2%	11 3%	19 5%	35 3%	40 4%	45 4%	29 3%	59 25%	-	-	-	-	4 1%	-	-	63 4%	11 11%	-	
Nottingham	102 5%	10 4%	19 5%	21 6%	15 4%	33 5%	4 3%	28 5%	36 5%	33 5%	4 3%	4 4%	4 4%	20 5%	18 4%	52 5%	50 5%	46 4%	56 6%	-	-	4 2%	93 61%	5 2%	-	-	-	102 6%	-	-	
Birmingham	168 8%	22 9%	40 11%	20 6%	34 9%	39 6%	13 9%	62 10%	54 8%	39 6%	13 9%	10 11%	10 9%	29 7%	23 6%	90 9%	78 7%	95 8%	73 8%	-	-	151 83%	14 9%	-	-	1 *	2 1%	167 9%	1 1%	-	
Norwich	93 4%	7 3%	12 3%	13 4%	17 5%	32 5%	12 8%	18 3%	30 4%	32 5%	12 8%	2 2%	3 3%	16 4%	29 7%	39 4%	54 5%	40 3%	53 6%	-	-	1 *	1 1%	91 46%	-	-	-	93 5%	-	-	
Milton Keynes	57 3%	10 4%	8 2%	13 4%	8 2%	16 2%	2 2%	18 3%	21 3%	16 2%	2 2%	* *	10 9%	10 3%	8 2%	20 2%	37 3%	29 2%	28 3%	-	-	-	18 12%	20 10%	1 *	18 6%	-	57 3%	-	-	
Brighton	52 2%	2 1%	3 1%	6 2%	10 3%	27 4%	4 3%	5 1%	16 2%	27 4%	4 3%	-	1 *	18 4%	14 3%	27 3%	25 2%	25 2%	27 3%	-	-	-	-	-	-	52 18%	-	52 3%	-	-	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 225

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region								Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
Oxford	41 2%	4 2%	8 2%	3 1%	5 1%	17 3%	5 3%	12 2%	8 1%	17 3%	5 3%	2 3%	1 1%	11 3%	11 3%	21 2%	20 2%	25 2%	17 2%	-	-	2 1%	-	-	1 *	31 11%	7 4%	41 2%	-	-
London	479 23%	80 35%	87 24%	74 22%	71 19%	138 21%	29 19%	167 28%	145 20%	138 21%	29 19%	40 46%	31 28%	80 20%	87 21%	241 23%	238 22%	299 25%	181 19%	1 *	-	*	-	63 32%	274 98%	137 47%	2 1%	478 27%	1 1%	-
Southampton	69 3%	7 3%	13 4%	11 3%	15 4%	18 3%	5 3%	20 3%	26 4%	18 3%	5 3%	3 4%	2 2%	11 3%	11 3%	32 3%	37 3%	36 3%	34 4%	-	-	-	-	-	-	44 15%	25 14%	69 4%	-	-
Bristol	71 3%	5 2%	13 4%	11 3%	12 3%	23 3%	7 5%	18 3%	23 3%	23 3%	7 5%	1 1%	4 3%	14 3%	16 4%	34 3%	37 3%	49 4%	22 2%	-	-	-	-	-	-	-	71 39%	71 4%	-	-
Plymouth	71 3%	7 3%	11 3%	11 3%	16 4%	22 3%	4 2%	17 3%	28 4%	22 3%	4 2%	1 1%	3 3%	9 2%	17 4%	39 4%	33 3%	40 3%	32 3%	-	-	-	-	1 1%	-	-	70 38%	71 4%	-	-
Cardiff	74 3%	9 4%	8 2%	7 2%	10 3%	34 5%	4 3%	17 3%	18 2%	34 5%	4 3%	3 3%	5 4%	19 5%	19 5%	36 3%	38 3%	42 4%	31 3%	-	-	1 1%	-	-	-	-	-	1 *	73 73%	-
Belfast	59 3%	2 1%	13 4%	14 4%	7 2%	22 3%	2 1%	15 3%	21 3%	22 3%	2 1%	1 1%	1 1%	10 2%	14 3%	26 3%	33 3%	42 4%	18 2%	-	-	-	-	-	-	-	-	-	-	-
None of these	91 4%	5 2%	9 2%	9 3%	21 6%	33 5%	14 9%	14 2%	29 4%	33 5%	14 9%	1 1%	3 3%	25 6%	23 5%	42 4%	49 5%	39 3%	51 5%	13 5%	4 2%	9 5%	10 6%	18 9%	-	6 2%	5 3%	66 4%	12 12%	12 7%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 226

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Glasgow	85 4%	21 5%	5 4%	16 5%	2 2%	7 4%	9 4%	6 5%	14 5%	2 2%	35 5%	46 4%	13 4%	13 5%	7 4%	14 5%
Edinburgh	85 4%	20 5%	4 3%	17 5%	6 6%	10 6%	9 4%	- -	8 3%	5 3%	24 3%	56 5%	17 5%	11 4%	8 5%	8 3%
Newcastle	91 4%	23 5%	8 7%	14 4%	4 4%	6 3%	10 5%	4 3%	11 4%	8 6%	38 5%	46 4%	12 3%	11 4%	8 5%	16 5%
Leeds	99 5%	16 4%	2 2%	21 6%	2 2%	9 5%	7 3%	14 10%	13 4%	8 6%	35 5%	57 5%	16 4%	10 4%	12 7%	20 7%
Hull	30 1%	9 2%	4 3%	5 1%	1 1%	2 1%	3 1%	1 1%	- -	2 2%	17 2%	9 1%	6 2%	1 *	4 2%	3 1%
Sheffield	56 3%	10 2%	7 6%	5 1%	3 3%	1 1%	6 3%	6 4%	9 3%	5 3%	17 2%	35 3%	6 2%	8 3%	5 3%	6 2%
Manchester	177 8%	35 8%	11 9%	25 8%	4 4%	17 10%	18 8%	10 7%	22 7%	18 13%	45 6%	123 10%	17 5%	18 6%	20 12%	29 10%
Liverpool	74 4%	14 3%	2 2%	16 5%	6 6%	5 3%	8 4%	4 3%	9 3%	4 3%	30 4%	40 3%	14 4%	9 3%	5 3%	3 1%
Nottingham	102 5%	19 4%	5 4%	14 4%	5 5%	10 5%	15 7%	4 3%	11 4%	11 8%	41 5%	57 5%	16 4%	10 4%	5 3%	19 6%
Birmingham	168 8%	45 10%	10 8%	28 8%	8 8%	10 6%	19 9%	4 3%	17 6%	10 7%	66 9%	86 7%	26 7%	23 9%	16 10%	24 8%
Norwich	93 4%	16 4%	9 8%	17 5%	1 1%	14 8%	7 3%	3 2%	14 5%	2 2%	27 4%	55 4%	24 6%	16 6%	5 3%	7 2%
Milton Keynes	57 3%	8 2%	5 4%	8 2%	3 3%	4 2%	6 3%	3 2%	8 3%	9 7%	23 3%	31 3%	8 2%	6 2%	3 2%	12 4%
Brighton	52 2%	9 2%	4 3%	9 3%	2 2%	6 3%	2 1%	4 3%	8 3%	3 3%	14 2%	32 3%	13 3%	11 4%	5 3%	2 1%
Oxford	41 2%	6 1%	1 1%	5 2%	3 2%	5 3%	7 3%	4 3%	8 3%	1 1%	10 1%	30 3%	9 3%	6 2%	4 2%	6 2%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 226

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
London	479 23%	112 25%	21 17%	68 20%	23 22%	30 17%	53 25%	35 26%	86 28%	20 15%	203 26%	252 21%	89 24%	56 21%	25 15%	71 24%	
Southampton	69 3%	9 2%	4 4%	12 4%	7 7%	7 4%	3 1%	3 2%	14 5%	5 3%	28 4%	37 3%	16 4%	7 3%	2 1%	11 4%	
Bristol	71 3%	10 2%	7 6%	5 2%	3 3%	8 4%	7 3%	10 7%	9 3%	3 2%	26 3%	37 3%	13 3%	10 4%	6 4%	10 3%	
Plymouth	71 3%	19 4%	2 1%	6 2%	5 5%	6 3%	10 4%	8 6%	8 3%	5 4%	26 3%	43 4%	18 5%	13 5%	3 2%	9 3%	
Cardiff	74 3%	16 4%	2 2%	6 2%	4 4%	9 5%	6 3%	9 7%	10 3%	8 6%	25 3%	47 4%	8 2%	10 4%	8 5%	16 5%	
Belfast	59 3%	9 2%	4 3%	25 8%	3 3%	4 2%	4 2%	2 1%	7 2%	1 1%	24 3%	33 3%	11 3%	11 4%	5 3%	7 2%	
None of these	91 4%	19 4%	5 4%	14 4%	8 8%	10 6%	7 3%	3 3%	15 5%	4 3%	21 3%	65 5%	18 5%	12 4%	8 5%	6 2%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 227

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice	recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
		Total	Any voice call								
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Glasgow	85 4%	36 4%	37 4%	65 4%	60 4%	24 5%	23 4%	34 4%	24 4%	22 4%	13 3%
Edinburgh	85 4%	23 3%	28 3%	61 4%	59 4%	15 3%	22 3%	25 3%	17 3%	16 3%	20 5%
Newcastle	91 4%	43 5%	46 5%	71 4%	66 4%	23 5%	34 5%	44 5%	33 6%	26 5%	15 4%
Leeds	99 5%	43 5%	51 5%	77 5%	72 5%	30 6%	39 6%	42 5%	31 5%	25 5%	15 4%
Hull	30 1%	9 1%	14 2%	24 1%	24 2%	3 1%	9 1%	13 2%	8 1%	10 2%	4 1%
Sheffield	56 3%	16 2%	17 2%	39 2%	38 3%	11 2%	10 2%	14 2%	9 2%	10 2%	13 3%
Manchester	177 8%	67 8%	67 7%	137 9%	129 8%	40 8%	39 6%	59 7%	43 7%	43 8%	28 7%
Liverpool	74 4%	20 2%	29 3%	60 4%	55 4%	13 3%	20 3%	24 3%	13 2%	17 3%	15 4%
Nottingham	102 5%	34 4%	48 5%	75 5%	70 5%	14 3%	33 5%	41 5%	27 5%	25 4%	19 5%
Birmingham	168 8%	66 8%	67 7%	117 7%	110 7%	38 8%	45 7%	62 7%	47 8%	39 7%	43 11%
Norwich	93 4%	45 5%	40 4%	64 4%	60 4%	19 4%	27 4%	43 5%	35 6%	27 5%	20 5%
Milton Keynes	57 3%	24 3%	26 3%	42 3%	41 3%	15 3%	15 2%	17 2%	13 2%	12 2%	11 3%
Brighton	52 2%	26 3%	20 2%	35 2%	34 2%	12 2%	13 2%	23 3%	19 3%	13 2%	13 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 227

Which of the following cities do you live in, or nearest to?**Base: All respondents**

	Experience of suspicious texts/ calls											
	Total	Any voice call	Any recorded message	Mobile			Landline					
				Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message		
	Total										None	
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381	
Oxford	41 2%	22 3%	22 2%	34 2%	33 2%	16 3%	12 2%	19 2%	13 2%	17 3%	5 1%	
London	479 23%	206 24%	237 25%	378 24%	357 24%	136 27%	171 27%	191 23%	126 21%	134 24%	75 20%	
Southampton	69 3%	23 3%	22 2%	51 3%	48 3%	13 3%	15 2%	22 3%	14 2%	14 3%	13 3%	
Bristol	71 3%	33 4%	28 3%	48 3%	46 3%	15 3%	19 3%	31 4%	26 4%	17 3%	13 3%	
Plymouth	71 3%	31 4%	33 3%	54 3%	52 3%	15 3%	19 3%	31 4%	22 4%	22 4%	10 3%	
Cardiff	74 3%	34 4%	41 4%	61 4%	56 4%	14 3%	29 5%	36 4%	26 5%	22 4%	6 2%	
Belfast	59 3%	22 3%	26 3%	50 3%	47 3%	14 3%	19 3%	22 3%	14 2%	13 2%	7 2%	
None of these	91 4%	34 4%	41 4%	63 4%	59 4%	17 3%	25 4%	39 5%	27 5%	29 5%	23 6%	

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 228

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Age 1							Age 2				Age/Gender				Gender		Social Grade		Region								Nation		
		Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	Yorkshire & Humberside	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land
Unweighted base		2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176
Weighted base		2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181
Up to £7,000	(3.5)	69 3%	17 7%	10 3%	8 2%	12 3%	22 3%	-	27 5%	20 3%	22 3%	-	9 11%	8 7%	10 3%	12 3%	41 4%	29 3%	24 2%	45 5%	6 2%	3 1%	8 5%	4 2%	4 2%	15 5%	9 3%	5 3%	57 3%	5 5%	6 3%
£7,001 to £14,000	(10.5)	255 12%	28 12%	33 9%	25 8%	41 11%	107 16%	21 14%	61 10%	66 9%	107 16%	21 14%	10 11%	13 11%	53 13%	75 18%	103 10%	152 14%	90 8%	165 17%	34 14%	17 10%	20 11%	30 20%	31 16%	33 12%	20 7%	20 11%	214 12%	11 11%	23 13%
£14,001 to £21,000	(17.5)	355 17%	23 10%	36 10%	46 13%	57 15%	150 22%	43 28%	59 10%	103 14%	150 22%	43 28%	10 12%	9 8%	93 23%	100 24%	158 15%	197 18%	177 15%	178 19%	43 18%	31 18%	25 14%	25 17%	41 21%	33 12%	49 17%	34 19%	305 17%	22 22%	27 15%
£21,001 to £28,000	(24.5)	383 18%	18 8%	77 21%	54 16%	63 17%	136 20%	36 24%	95 16%	117 16%	136 20%	36 24%	5 6%	9 8%	85 21%	86 21%	177 17%	206 19%	229 20%	154 16%	51 22%	36 20%	33 18%	32 21%	32 16%	30 11%	55 19%	35 19%	321 18%	20 20%	38 21%
£28,001 to £34,000	(31)	271 13%	22 10%	42 11%	35 10%	53 14%	100 15%	19 13%	64 11%	88 12%	100 15%	19 13%	9 11%	12 10%	63 16%	56 13%	135 13%	136 13%	175 15%	96 10%	24 10%	34 19%	29 16%	17 11%	27 14%	23 8%	36 12%	24 13%	224 13%	12 12%	28 15%
£34,001 to £41,000	(37.5)	197 9%	22 10%	38 10%	39 12%	36 10%	55 8%	7 5%	60 10%	75 11%	55 8%	7 5%	12 14%	10 9%	31 8%	31 7%	103 10%	94 9%	106 9%	92 10%	24 10%	19 11%	23 12%	13 9%	12 6%	24 9%	30 10%	19 10%	171 10%	3 3%	10 6%
£41,001 to £48,000	(44.5)	111 5%	16 7%	24 7%	23 7%	24 7%	18 3%	5 3%	40 7%	48 7%	18 3%	5 3%	4 4%	10 9%	13 3%	10 2%	61 6%	50 5%	70 6%	41 4%	15 7%	8 5%	10 6%	4 3%	15 7%	12 4%	12 4%	10 5%	90 5%	6 6%	10 6%
£48,001 to £55,000	(51.5)	84 4%	6 3%	21 6%	20 6%	19 5%	18 3%	-	27 5%	39 6%	18 3%	-	3 3%	2 2%	12 3%	6 1%	51 5%	33 3%	45 4%	39 4%	9 4%	4 2%	6 3%	6 4%	4 2%	22 8%	13 5%	4 2%	71 4%	4 4%	6 3%
£55,001 to £62,000	(58.5)	70 3%	9 4%	21 6%	21 6%	12 3%	6 1%	-	30 5%	34 5%	6 1%	-	2 2%	6 5%	2 1%	3 1%	36 3%	34 3%	44 4%	25 3%	3 1%	6 3%	3 2%	6 4%	4 2%	13 5%	10 3%	9 5%	54 3%	3 3%	7 4%
£62,001 to £69,000	(65.5)	56 3%	7 3%	16 4%	15 4%	10 3%	8 1%	-	23 4%	25 4%	8 1%	-	3 4%	3 3%	4 1%	4 1%	29 3%	27 2%	34 3%	22 2%	5 2%	1 1%	1 1%	-	6 3%	9 3%	13 5%	2 2%	40 2%	3 2%	7 4%
£69,001 to £76,000	(72.5)	32 2%	5 2%	9 3%	5 2%	8 2%	5 1%	-	14 2%	13 2%	5 1%	-	1 1%	3 2%	1 *	4 1%	15 1%	17 2%	23 2%	9 1%	5 2%	2 1%	1 1%	2 1%	3 2%	8 3%	6 2%	1 1%	27 2%	1 1%	3 2%
£76,001 to £83,000	(79.5)	19 1%	5 2%	3 1%	6 2%	3 1%	2 *	-	8 1%	9 1%	2 *	-	2 3%	3 3%	2 *	-	16 2%	3 *	15 1%	3 *	4 1%	2 1%	-	1 *	-	6 2%	3 1%	3 1%	17 1%	2 2%	-
£83,001 or more	(86)	76 4%	16 7%	19 5%	17 5%	11 3%	12 2%	2 1%	34 6%	28 4%	12 2%	2 1%	6 7%	7 6%	11 3%	3 1%	53 5%	22 2%	60 5%	16 2%	1 *	-	5 3%	3 2%	6 3%	29 10%	10 4%	10 5%	67 4%	1 1%	5 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 228

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land		
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181		
Prefer not to answer	146	35	16	24	19	33	19	51	43	33	19	11	21	21	30	60	86	79	67	12	14	17	11	13	24	22	8	126	7	10		
	7%	15%	4%	7%	5%	5%	12%	9%	6%	5%	12%	12%	18%	5%	7%	6%	8%	7%	7%	5%	8%	9%	7%	8%	8%	4%	7%	7%	5%			
Average income (£000's)	31.18	35.10	36.01	36.69	32.16	25.67	23.40	35.68	34.31	25.67	23.40	33.43	36.31	26.71	23.88	33.40	29.00	34.26	27.36	28.61	28.55	28.95	26.72	28.95	38.35	33.31	31.57	31.05	28.37	30.54		

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 229

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Phone network										Mobile O/S		Landline provider			
		Total	EE/BT	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media
Unweighted base		2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base		2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Up to £7,000	(3.5)	69 3%	14 3%	7 6%	8 2%	2 2%	5 3%	2 1%	6 4%	13 4%	6 5%	18 2%	44 4%	14 4%	8 3%	3 2%	8 3%
£7,001 to £14,000	(10.5)	255 12%	45 10%	13 11%	37 11%	12 12%	29 16%	26 12%	15 11%	29 10%	22 17%	72 9%	154 13%	36 10%	30 11%	25 15%	35 12%
£14,001 to £21,000	(17.5)	355 17%	68 15%	20 16%	45 13%	15 14%	32 18%	33 15%	35 25%	53 18%	27 20%	118 15%	205 17%	63 17%	42 15%	32 20%	49 16%
£21,001 to £28,000	(24.5)	383 18%	82 18%	20 16%	57 17%	21 20%	33 18%	47 22%	19 14%	62 20%	28 21%	131 17%	240 20%	70 19%	46 17%	33 20%	60 20%
£28,001 to £34,000	(31)	271 13%	66 15%	25 20%	40 12%	16 15%	17 10%	27 12%	14 10%	33 11%	12 9%	96 12%	157 13%	58 16%	49 18%	25 15%	26 9%
£34,001 to £41,000	(37.5)	197 9%	47 11%	8 7%	43 13%	6 6%	15 9%	16 7%	11 8%	30 10%	5 4%	82 11%	108 9%	37 10%	27 10%	11 7%	31 10%
£41,001 to £48,000	(44.5)	111 5%	22 5%	2 2%	26 8%	4 3%	11 6%	14 6%	9 6%	13 4%	6 4%	51 7%	57 5%	14 4%	12 5%	9 6%	17 6%
£48,001 to £55,000	(51.5)	84 4%	21 5%	4 3%	15 5%	4 4%	8 5%	5 2%	4 3%	13 4%	3 2%	29 4%	52 4%	10 3%	9 3%	4 2%	13 4%
£55,001 to £62,000	(58.5)	70 3%	12 3%	3 2%	17 5%	6 6%	7 4%	4 2%	6 5%	8 3%	3 2%	33 4%	32 3%	6 2%	12 4%	3 2%	10 3%
£62,001 to £69,000	(65.5)	56 3%	11 2%	4 3%	7 2%	5 5%	5 3%	8 4%	4 3%	8 3%	4 3%	27 3%	29 2%	9 2%	7 2%	3 2%	9 3%
£69,001 to £76,000	(72.5)	32 2%	6 1%	1 1%	8 2%	1 1%	1 1%	7 3%	-	6 2%	1 1%	16 2%	14 1%	7 2%	7 3%	-	1 *
£76,001 to £83,000	(79.5)	19 1%	9 2%	1 1%	2 1%	-	-	4 2%	1 1%	1 *	-	11 1%	8 1%	3 1%	1 *	-	2 1%
£83,001 or more	(86)	76 4%	15 3%	3 2%	9 3%	8 8%	7 4%	9 4%	4 3%	14 5%	5 4%	37 5%	38 3%	13 3%	9 3%	5 3%	10 3%
Prefer not to answer		146 7%	30 7%	12 10%	22 7%	5 5%	9 5%	14 7%	10 7%	19 6%	12 9%	56 7%	78 6%	32 9%	13 5%	13 8%	29 10%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 229

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafo ne	Other	Apple / iPhone	Other	BT	Sky	TalkTa lk	Virgin Media
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
Average income (£000's)	31.18	32.14	28.93	32.92	34.26	29.89	32.93	29.57	31.51	27.20	34.47	29.91	30.47	31.80	27.53	31.01

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 230

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Experience of suspicious texts/ calls			Mobile				Landline			None
		Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base		2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base		2124	856	940	1605	1516	498	635	832	587	552	381
Up to £7,000	(3.5)	69 3%	24 3%	22 2%	47 3%	38 3%	14 3%	18 3%	22 3%	18 3%	7 1%	20 5%
£7,001 to £14,000	(10.5)	255 12%	102 12%	108 11%	175 11%	169 11%	55 11%	66 10%	103 12%	75 13%	70 13%	61 16%
£14,001 to £21,000	(17.5)	355 17%	158 18%	171 18%	251 16%	233 15%	79 16%	114 18%	154 19%	115 20%	98 18%	66 17%
£21,001 to £28,000	(24.5)	383 18%	154 18%	177 19%	302 19%	284 19%	76 15%	115 18%	163 20%	118 20%	115 21%	59 16%
£28,001 to £34,000	(31)	271 13%	99 12%	113 12%	207 13%	199 13%	55 11%	77 12%	108 13%	71 12%	70 13%	50 13%
£34,001 to £41,000	(37.5)	197 9%	80 9%	88 9%	153 10%	145 10%	57 11%	62 10%	72 9%	48 8%	51 9%	30 8%
£41,001 to £48,000	(44.5)	111 5%	39 5%	48 5%	86 5%	85 6%	21 4%	29 5%	39 5%	26 5%	27 5%	21 5%
£48,001 to £55,000	(51.5)	84 4%	34 4%	37 4%	74 5%	69 5%	26 5%	30 5%	26 3%	17 3%	17 3%	9 2%
£55,001 to £62,000	(58.5)	70 3%	29 3%	34 4%	58 4%	53 3%	21 4%	29 5%	17 2%	12 2%	11 2%	9 2%
£62,001 to £69,000	(65.5)	56 3%	21 2%	23 2%	48 3%	45 3%	14 3%	20 3%	19 2%	12 2%	12 2%	6 2%
£69,001 to £76,000	(72.5)	32 2%	14 2%	11 1%	26 2%	26 2%	12 2%	7 1%	14 2%	9 2%	7 1%	6 2%
£76,001 to £83,000	(79.5)	19 1%	8 1%	6 1%	14 1%	12 1%	6 1%	5 1%	6 1%	5 1%	5 1%	4 1%
£83,001 or more	(86)	76 4%	34 4%	35 4%	62 4%	57 4%	27 5%	25 4%	27 3%	15 3%	20 4%	11 3%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 230

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any		Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
		voice call	recorded message								
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Prefer not to answer	146 7%	58 7%	66 7%	103 6%	101 7%	33 7%	37 6%	64 8%	45 8%	43 8%	29 8%
Average income (£000's)	31.18	31.33	31.14	32.23	32.27	34.27	32.12	29.80	28.93	30.36	28.48

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 231

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York-shire & Humber-side	West Midlands	East Midlands	East-ern	London	South East	South West	Eng-land	Wales	Scot-land			
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176			
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181			
NET: Yes	508	44	63	74	83	200	44	107	157	200	44	8	32	123	120	218	290	239	268	54	31	35	24	61	43	74	44	398	28	63			
	24%	19%	17%	22%	22%	30%	29%	18%	22%	30%	29%	9%	28%	31%	29%	21%	27%	20%	28%	23%	18%	19%	16%	31%	15%	25%	24%	22%	28%	35%			
Yes - physical condition	329	16	25	36	54	158	40	41	90	158	40	3	11	102	96	147	182	152	177	34	20	20	14	45	22	52	29	260	22	33			
	15%	7%	7%	11%	15%	24%	26%	7%	13%	24%	26%	3%	10%	25%	23%	14%	17%	13%	19%	14%	12%	11%	9%	23%	8%	18%	16%	15%	22%	18%			
Yes - mental condition	203	36	37	46	42	41	2	72	88	41	2	7	27	19	24	73	130	86	117	21	14	17	17	19	15	27	15	156	10	30			
	10%	15%	10%	14%	11%	6%	1%	12%	12%	6%	1%	8%	24%	5%	6%	7%	12%	7%	12%	9%	8%	9%	11%	10%	5%	9%	8%	9%	10%	17%			
Yes - disability	162	6	13	24	36	68	15	19	60	68	15	1	4	37	46	65	97	62	100	13	9	12	6	22	12	19	20	127	9	18			
	8%	3%	4%	7%	10%	10%	10%	3%	8%	10%	10%	1%	4%	9%	11%	6%	9%	5%	11%	6%	5%	7%	4%	11%	4%	7%	11%	7%	9%	10%			
Yes - other	20	1	1	4	4	10	-	2	8	10	-	-	-	4	6	9	12	10	11	2	3	2	-	4	6	1	1	19	-	1			
	1%	*	*	1%	1%	2%	-	*	1%	2%	-	-	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	2%	*	*	1%	-	1%			
No	1557	178	279	256	275	464	106	456	531	464	106	75	79	275	294	789	767	899	657	178	140	145	125	131	221	208	135	1336	69	112			
	73%	77%	76%	76%	74%	69%	70%	77%	75%	69%	70%	87%	70%	69%	70%	76%	71%	77%	69%	75%	79%	79%	79%	82%	66%	79%	72%	74%	75%	69%	62%		
Prefer not to say	60	8	23	8	12	7	2	31	20	7	2	4	2	3	6	31	28	34	26	3	5	2	4	6	16	8	3	50	3	6			
	3%	3%	6%	2%	3%	1%	1%	5%	3%	1%	1%	4%	2%	1%	1%	3%	3%	3%	3%	1%	3%	1%	3%	3%	6%	3%	2%	3%	3%	3%			

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 232

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Phone network										Mobile O/S		Landline provider			
	Total	EE/BT Mobile	Giff-Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	iPhone	Other	BT	Sky	TalkTalk	Virgin Media
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300
NET: Yes	508	100	26	73	26	38	46	43	77	49	157	313	93	75	42	69
	24%	22%	21%	22%	25%	21%	21%	31%	26%	36%	20%	26%	25%	28%	25%	23%
Yes - physical condition	329	62	20	57	16	24	21	28	47	29	81	212	61	46	29	53
	15%	14%	16%	17%	15%	13%	10%	20%	15%	22%	10%	17%	16%	17%	18%	18%
Yes - mental condition	203	46	7	24	14	17	23	8	39	18	79	115	26	30	19	22
	10%	10%	6%	7%	13%	10%	11%	6%	13%	14%	10%	9%	7%	11%	12%	7%
Yes - disability	162	28	8	27	12	14	8	19	20	15	47	99	30	27	8	21
	8%	6%	6%	8%	11%	8%	4%	13%	7%	11%	6%	8%	8%	10%	5%	7%
Yes - other	20	2	1	2	1	1	5	-	4	1	7	10	6	3	-	1
	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%	-	*
No	1557	337	90	251	73	135	160	92	218	85	600	868	271	186	117	229
	73%	75%	74%	75%	70%	76%	74%	67%	73%	63%	77%	71%	73%	68%	71%	76%
Prefer not to say	60	11	7	11	5	5	9	3	5	1	21	36	9	11	6	2
	3%	2%	5%	3%	5%	3%	4%	2%	2%	1%	3%	3%	2%	4%	4%	1%

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 233

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
NET: Yes	508 24%	236 28%	249 26%	390 24%	363 24%	139 28%	162 26%	221 27%	161 27%	148 27%	85 22%
Yes - physical condition	329 15%	157 18%	165 18%	249 16%	234 15%	82 17%	103 16%	157 19%	119 20%	105 19%	52 14%
Yes - mental condition	203 10%	84 10%	104 11%	171 11%	162 11%	59 12%	75 12%	71 9%	46 8%	54 10%	28 7%
Yes - disability	162 8%	77 9%	78 8%	120 7%	111 7%	46 9%	54 8%	74 9%	55 9%	51 9%	29 8%
Yes - other	20 1%	9 1%	7 1%	14 1%	14 1%	6 1%	6 1%	7 1%	7 1%	3 1%	7 2%
No	1557 73%	603 70%	669 71%	1168 73%	1111 73%	344 69%	455 72%	597 72%	417 71%	394 71%	287 75%
Prefer not to say	60 3%	17 2%	23 2%	47 3%	42 3%	14 3%	18 3%	14 2%	9 2%	10 2%	10 2%

Ofcom Scams Survey

ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 234

Which of the following options best describes how you think of yourself?

Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North West	York- shire & Humb- erside	West Mid- lands	East Mid- lands	East- ern	London	South East	South West	Eng- land	Wales	Scot land			
Unweighted base	2124	262	367	341	371	643	140	629	712	643	140	108	122	398	385	1054	1070	1150	974	211	155	204	151	204	310	285	171	1776	105	176			
Weighted base	2124	230	365	338	370	670	151	595	708	670	151	87	113	402	419	1038	1086	1172	952	236	176	183	153	198	280	289	183	1784	100	181			
Heterosexual/ straight	1882 89%	180 78%	315 86%	299 89%	328 89%	618 92%	142 94%	495 83%	628 89%	618 92%	142 94%	72 83%	88 77%	370 92%	389 93%	921 89%	961 88%	1031 88%	851 89%	208 88%	159 90%	167 92%	141 92%	180 91%	233 83%	250 87%	166 91%	1581 89%	87 87%	159 88%			
Lesbian/ gay woman	16 1%	2 1%	3 1%	2 1%	6 2%	3 *	- -	5 1%	8 1%	3 *	- -	- -	2 1%	- -	3 1%	2 *	14 1%	6 1%	10 1%	2 1%	1 1%	1 1%	3 2%	- 1%	2 1%	2 1%	- -	11 1%	3 3%	3 1%			
Gay man	42 2%	3 1%	9 2%	11 3%	11 3%	8 1%	1 1%	12 2%	22 3%	8 1%	1 1%	3 3%	- -	9 2%	- -	42 4%	- 4%	27 4%	15 4%	6 3%	5 3%	1 1%	1 *	3 2%	8 3%	4 1%	5 3%	36 2%	2 2%	5 3%			
Bisexual	79 4%	28 12%	18 5%	8 2%	12 3%	13 2%	- -	46 8%	20 3%	13 2%	- -	6 7%	18 16%	12 3%	1 *	39 4%	40 4%	51 4%	28 3%	7 3%	5 3%	6 3%	6 4%	7 4%	12 4%	16 5%	2 1%	66 4%	4 4%	8 4%			
Prefer to self-describe	10 *	4 2%	2 1%	3 1%	- -	1 *	- -	6 1%	3 *	1 *	- -	2 2%	2 2%	1 *	- -	5 1%	4 *	6 1%	4 *	3 1%	2 1%	1 1%	2 *	- -	* -	* -	- -	8 *	- -	2 1%			
Prefer not to say	95 4%	12 5%	19 5%	15 4%	13 4%	28 4%	8 5%	31 5%	28 4%	28 4%	8 5%	5 5%	4 3%	9 2%	27 6%	29 3%	66 6%	50 4%	45 5%	10 4%	5 3%	6 3%	1 1%	7 4%	25 9%	17 6%	9 5%	83 5%	4 4%	4 2%			

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 235

Which of the following options best describes how you think of yourself?

Base: All respondents

	Phone network										Mobile O/S		Landline provider				
	Total	EE/BT Mobile	Giff- Gaff	O2	Sky Mobile	Tesco Mobile	Three	Virgin Mobile	Vodafone	Other	Apple / iPhone	Other	BT	Sky	TalkTalk	Virgin Media	
Unweighted base	2124	439	129	337	112	174	213	139	304	132	768	1233	369	272	158	288	
Weighted base	2124	448	122	335	104	178	216	138	301	135	778	1217	372	272	165	300	
Heterosexual/ straight	1882	406	111	299	93	164	178	125	263	113	682	1082	336	251	143	265	
	89%	91%	91%	89%	89%	92%	83%	91%	87%	84%	88%	89%	90%	92%	87%	88%	
Lesbian/ gay woman	16	3	-	2	-	1	1	1	2	1	6	9	-	-	3	5	
	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	2%	2%	
Gay man	42	3	3	6	1	1	7	2	13	4	17	23	9	4	4	7	
	2%	1%	2%	2%	1%	*	3%	2%	4%	3%	2%	2%	2%	2%	2%	2%	
Bisexual	79	16	4	10	5	3	12	3	13	10	38	40	8	5	6	9	
	4%	4%	3%	3%	5%	2%	6%	2%	4%	7%	5%	3%	2%	2%	4%	3%	
Prefer to self-describe	10	-	-	1	-	-	4	2	1	1	4	6	-	1	1	2	
	*	-	-	*	-	-	2%	1%	*	*	*	*	-	*	1%	1%	
Prefer not to say	95	20	5	17	5	9	13	5	10	7	32	57	19	11	8	11	
	4%	4%	4%	5%	5%	5%	6%	4%	3%	5%	4%	5%	5%	4%	5%	4%	

Ofcom Scams Survey
ONLINE Fieldwork: 17th to 19th September 2021

Absolutes/col percents

Table 236

Which of the following options best describes how you think of yourself?

Base: All respondents

	Experience of suspicious texts/ calls			Mobile				Landline			None
	Total	Any voice call	Any recorded message	Any mobile	Text	Voice call	Recorded message	Any landline	Voice call	Recorded message	
Unweighted base	2124	842	917	1611	1519	496	633	796	563	526	386
Weighted base	2124	856	940	1605	1516	498	635	832	587	552	381
Heterosexual/ straight	1882 89%	771 90%	837 89%	1409 88%	1332 88%	448 90%	560 88%	748 90%	531 91%	494 90%	347 91%
Lesbian/ gay woman	16 1%	5 1%	10 1%	12 1%	12 1%	4 1%	7 1%	8 1%	2 *	8 1%	2 *
Gay man	42 2%	15 2%	15 2%	35 2%	34 2%	9 2%	11 2%	14 2%	9 2%	8 1%	7 2%
Bisexual	79 4%	32 4%	32 3%	68 4%	64 4%	19 4%	28 4%	22 3%	20 3%	12 2%	10 3%
Prefer to self-describe	10 *	6 1%	3 *	6 *	5 *	3 1%	- -	3 *	3 1%	3 1%	2 1%
Prefer not to say	95 4%	27 3%	42 4%	74 5%	69 5%	15 3%	29 5%	38 5%	21 4%	27 5%	14 4%