



CONSUMER HELPLINE

TATOC HELPLINE ANALYSIS

Money reported lost to cold calling companies

SEPTEMBER 2014

In September £127,530.00 was reported as lost by consumers calling the helpline and was broken down as follows:

Case Type	Amount Lost	Credit Card info to recoup
Resale Cold Callers	£60,514.00	£37,621.00
Takeover Offers	£40,667.00	£30,622.00
Sales and marketing- Non Timeshare	£14,000.00	£14,000.00
Bogus Legal Firms	£11,675.00	£11,675.00
Bonus Week Offers	£674.00	£674.00
TOTAL	£127,530.00	£94,592.00

Of the £127,530.00 reported lost, the helpline team sent out details to help £94,592.00 be claimed back through debit and credit cards. The remaining £32,938.00 was paid via bank/ money transfers or cheque which gives consumers no protection if things go wrong.