



# SAFPS

SOUTHERN AFRICAN  
FRAUD PREVENTION  
SERVICE

FREEDOM FROM FRAUD

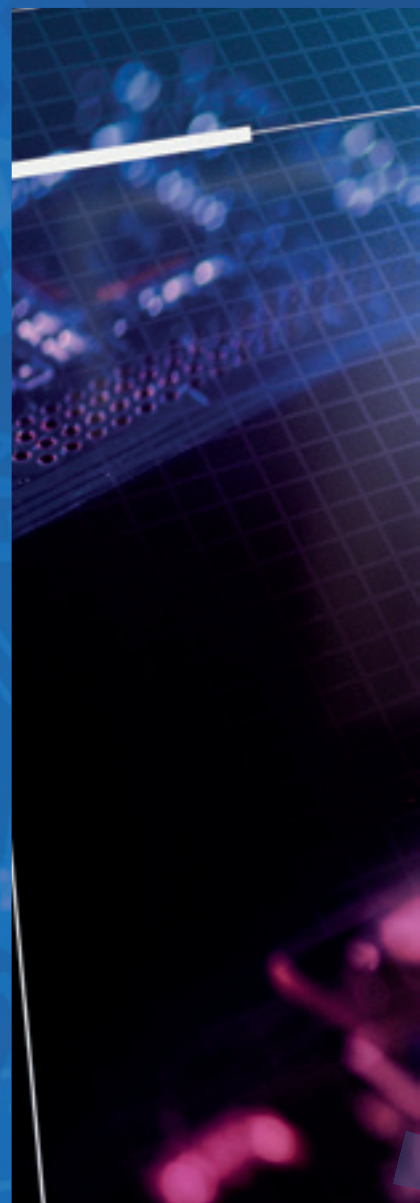
# ANNUAL REPORT

TwoThousandAndTwentyFour **2024**

The front runner in the fight against fraud, we harness the power of collaboration and uniting the public sectors, private sectors, and consumers in the fight to combat financial crime.

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**The SAFPS is committed to providing effective, efficient service to both our customers and stakeholders through the application of best practice principles in fraud prevention.**





# Chairperson's Message



**CHRISTO OTTO**



*"The SAFPS Board must be commended for its determination in supporting the ongoing work of the SAFPS in its fraud prevention efforts for Members and consumers at large."*

In 2024, the SAFPS continued its efforts to prevent financial crime including fraud, identity theft and scams; as well as educating and assisting organisations and consumers to protect themselves against these financial crimes.

The team successfully implemented some key projects and launched new products during 2024 that enhanced the services they offer and improved the overall SAFPS Member experience.

In addition to this, they continue to support the Members by creating a fraud fighting community through collaboration efforts, sharing data and trends, hosting sector forum meetings and collaboration platforms, training, as well as other initiatives.

In terms of helping consumers, the SAFPS call centre continues to provide much needed guidance to victims of impersonation, while Yima (the SAFPS's Scams Management Solution) focuses on awareness and education, as well as scam reporting. Collectively, these services aim to support organisations and consumers in the fight against fraud and financial crime.

Although the SAFPS has grown over the last number of years, it remains a small but focused team. Looking at this report and everything that has been achieved in 2024, I feel immense pride to be a part of it. I would like to share some highlights:

- The SAFPS saved our Members over R5 billion.
- Total active fraud listings increased by 26%.
- There were 10 964 applications for Protective Registration.
- The SAFPS Contact Centre handled over 72 000 calls and over 50 000 emails.
- It's also worth noting some of the SAFPS projects underway (outlined in this report) which will enhance identification and fraud prevention efforts with facial biometrics.

I would like to commend Manie van Schalkwyk, his management team, and all SAFPS employees for their commitment to the organisation and thank them for the passion they put into everything that they do. I would also like to thank my fellow SAFPS Board members, our SAFPS Members, key stakeholders and partners for their ongoing support and dedication.

It is a pleasure and a privilege to be part of the SAFPS Board and to work alongside people who are so enthusiastic about fraud prevention and making a real difference.

Kind Regards,

**Christo Otto**

# 02

## CEO's Message

**MANIE VAN SCHALKWYK**

*I am pleased to present the SAFPS's first formal Annual Report. This report shares key insights from our SAFPS database for 2024 and aims to give you some valuable context in terms of the evolving South African fraud landscape.*



As you all know, fraud has evolved and is becoming more sophisticated, more targeted and more personal. None of us can escape it, and the attack on the financial industry is growing. The need for organisations to communicate with each other, collaborate, and share experiences has never been greater.

The SAFPS launched various successful projects during 2024, however, I am particularly excited about the launch of the Yima Anti-Scams WarRoom. The launch of the WarRoom, which follows the launch of the Yima Scams Prevention Solution in 2023, is an operational and strategic hub dedicated to combating scams.

This initiative brings together industry bodies, financial crime experts, as well as public and private sector partners - pooling expertise, resources, and influence to develop and implement practical fraud-fighting strategies whilst harvesting intelligence from incident data to identify syndicated activities. You can find more information about this in the report.

Overall, we have seen an increase in fraud listings, victim listings and protective registrations during 2024, which clearly indicates the need for what we do, as well as the fact that fraud and scams continue to be on the rise. Trends in the fraud categories show similarities when compared to the previous year (2023), however, you will see that some categories showed a significant increase.

As we continue to navigate this ever evolving and complicated landscape, it's important to acknowledge the strides we have made and the vital role the work we do plays in our country. This year has been a true testament to the collective strength of the SAFPS and our Members, who tirelessly work together to prevent future fraud and the ongoing fight in the war on scams.

In closing, I would like to thank the SAFPS management team and employees for their hard work and commitment. None of this would be possible without each one of you.

As the SAFPS, we remain committed to working with our Members and key stakeholders to create freedom from fraud for all South Africans.

**Manie van Schalkwyk**

# 03

## SAFPS Board Members



*Christo Otto - Chairperson*



*Pero Roux - Deputy Chairperson*



*Manie van Schalkwyk - CEO*



*Sibusiso Buthelezi*



*Verusha Christmas*



*Louis Hennings*



*William Hofmeyr*



*Ulrich Janse van Rensburg*



*Athaly Khan*



*Wendy Knowler*



*Hlamalani Mashaba*





*Charl van der Walt*

The SAFPS is a not-for-profit organisation, that is fully funded by its valued Members.



\*SAFPS Members in 2024



-  Subscribing Members
-  Affiliate Members

INSURANCE
Discovery Central Services
Discovery Employee Benefits
Discovery Insure Limited
Discovery Life Limited
Dotsure
Hollard Insurance Company Ltd
MiWay Insurance Ltd (Santam)
Momentum Money
Momentum Short-Term Insurance
Santam Ltd
Telesure Group Services/1 Life

MICRO FINANCE
Bayport Financial Services
Direct Axis
Evolution finance (OPCO365)
iMas Finance Co-operative Ltd
Old Mutual Finance
Smart Advance

RESELLERS
CONTACTABLE
• Assupol Insure
• Ayo Intermediaries
• Europcar SA
• FAIMS- Motus Dealership
• Melon Mobile
• Metro Fibre
• Motus Corporation
• Seriti Solutions
• Shoprite Checkers
• Sileo Vehicle Rentals (Pty) Ltd
• Tsogo Sun
Akiba Digital
Consumer Profile Bureau (CPB)
Cred-IT-Data
Dots Africa
Experian (Compuscan Stellenbosch)
ICFP
LexisNexis
Maris IT Development
MAB Bureau (Pty) Ltd
Metagrated (Pty) Ltd
MIE
National Validation Services
Octagon Business Solutions (Pty) Ltd
OROCORP
Secure Citizen
Supplierrate (Pty) Ltd
TransUnion (Corporate Insights/ Lifestyle assessments)
VeriCred Credit Bureau
Xpert Decision Systems (Pty) Ltd

PUBLIC SECTOR
Department of Home Affairs
Financial Intelligence Centre
South African Reserve Bank
South African Revenue Service

GLOBAL FINANCIAL CRIME PREVENTION NETWORK
AFCX - Australian Financial Crime Exc.
Cifas
Insurance Crime Bureau
SABRIC

AFFILIATE MBRS
Experian
TransUnion
XDS

# 05

## Who We Are

### VISION, MISSION & VALUES



#### Our Vision

To ensure that the SAFPS is a front runner in the fight against fraud by harnessing the power of collaboration and uniting the public sectors, private sectors, and consumers in the fight to combat financial crime.



#### Our Mission

- To protect both consumers and businesses against the threat of fraud and financial crime.
- To protect Southern Africa against the negative impacts of fraud and financial crime.
- To educate consumers, businesses, and markets on the most effective fraud prevention techniques and solutions.
- To actively collaborate with our Members in the fight against fraud and financial crime.



*The SAFPS assists in preventing fraud as a result of identity theft and impersonation and aims to protect consumers and organisations from the associated financial impact - providing freedom from fraud.*



## Our Values

### Commitment

The SAFPS is committed to providing effective, efficient service to both our customers and stakeholders through the application of best practice principles in fraud prevention.

### Continuous Improvement

Through drawing on trusted international and local sources, we maintain up-to-date awareness of the latest trends in fraud prevention and industry-leading standards, and that our methods reflect current technology in information transfer and systems.

### Integrity

We deliver our services with integrity, always ensuring ethical conduct.

### Communication

We aim to communicate effectively with our customers and stakeholders.

### Dignity & Respect for the Community

We believe in treating everyone fairly, consistently, sensitively, honestly and with respect for their individual rights in compliance with all laws and legislation.

### Transparency

We accept accountability for our actions and decisions, and act with honesty and openness always.





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## Our Mandate

The SAFPS is a not-for-profit organisation which aims to improve vigilance with regards to fraud, financial crime, and identity theft by educating businesses and consumers about fraud and assisting them to protect themselves.

We believe that through collaboration, increased awareness, and innovative solutions, systems and tools, we can curb the losses experienced because of fraud and financial crime and protect consumers.



*"As the custodians of fraud prevention in Southern Africa, we are making a difference to consumers in their fight against scams and fraud."*



## FRAUD PREVENTION

### Our Business Services

In conjunction with some of the largest and most trusted brands in South Africa, we strive to combat fraud through delivering a centralised fraud-prevention function.

The SAFPS maintains and provides an immensely powerful fraud database to assist our Members in detecting and preventing fraudulent activity and protecting consumers against identity theft and impersonation.

## AWARENESS & EDUCATION

### Our Services for Consumers

In an effort to create freedom from fraud, South African consumers have access to the products and services offered by the SAFPS at no cost.

### Protective Registration

The SAFPS provides Protective Registration for all consumers who have experienced identity fraud, ID/Passport theft or have had their identity compromised, to protect them against further losses.

### Yima - Helping Consumers Prevent Scams

The SAFPS launched Yima in response to the growing need for a proactive approach to fraud prevention.

The Yima website hosts a scam prevention toolbox for South Africans to report scams and scan any website for vulnerabilities related to scams. Intelligence gathered from these reports is collated and shared with law enforcement for investigations. Users can also access a scam hotline to report a fraud incident directly to their banks, retailers, insurance companies and the South African Police Service via a single number. To raise awareness, consumers can also find helpful tips and articles to expand their knowledge on how to identify a scam.

Yima aims to prevent consumers from becoming victims of a scam, or to be a place they can come to should this unfortunately occur.



# 07

## Projects

We're pleased to share some of the projects that were successfully implemented during 2024 that enhanced the services we offer and improved the overall Member experience whilst utilising the SAFPS database.



### DELIVERED IN 2024

#### Focused Search Filters for an Improved User Experience

The SAFPS Member Portal now features a focused search function, enabling Members to perform custom searches with existing data points for more accurate results. This enhances efficiency and improves the Member experience.

#### DHA Profile Picture for Victim and Protective Registration Listings

Protective Registration (PR) and Victim of Impersonation are positive listings that help safeguard consumers after an incident. Adding a profile picture to the SAFPS Member Portal enables Members to visually verify the registered consumer's identity, ensuring informed decisions while supporting the consumer.

#### SAFPS Fraud Category Update

The fraud landscape is evolving and as such the SAFPS needed to adapt to the new types of fraud and modus operandi we are seeing. In line with this, new fraud categories and sub-categories, as well as data fields were launched on the SAFPS Member Portal.

The new categories have been adapted to include:

- Specific fraud categories and trends seen across industries, thereby leading to improved data and reporting.
- New categories and data fields for the insurance sector, expanding the data points collected and improving the quality of the data captured by the insurance sector.

A new category for scams has been introduced, allowing Members to report scam-related incidents under dedicated sub-categories.

- This enhancement supports improved trend analysis and addresses specific scam typologies more effectively.

New data fields have been added to capture digital elements such as device, social media, cryptocurrency, URLs, and website details.

These changes will enhance the quality of our data, thereby improving what we offer our valued Member organisations.



## Expanding the Fight Against Scams: The Launch of the Yima Anti-Scams WarRoom

Scams have become a global threat, fuelling both financial and violent crimes. Consumers and businesses suffer significant financial losses, while victims endure lasting psychological trauma.

In 2023, the SAFPS introduced the Yima Scams Prevention Solution, a consumer-focused toolbox designed to raise awareness and prevent scams. As scams continue to evolve, a more proactive approach was needed - one that fosters collaboration between the public and private sectors to mitigate their impact.

To address this, the SAFPS also launched the Yima Anti-Scams WarRoom, an operational and strategic hub dedicated to combating scams. This initiative brings together industry bodies, financial crime experts, as well as public and private sector partners - pooling expertise, resources, and influence to develop and implement practical fraud-fighting strategies whilst harvesting intelligence from incident data to identify syndicated activities.

With scams on the rise, collaboration has never been more critical.

### Objectives

It is a cross-sector collaborative initiative designed to:

- Implement strategic initiatives that support intelligence gathering, data collation, and co-ordinated prevention efforts.
- Promote consumer awareness by improving prevention methodologies, enhancing public education, and supporting perpetrator identification and apprehension.
- Frustrate scammers by developing mechanisms that increase complexity for scam perpetration and ultimately prevent fraudulent activities.
- Manage scam risks and strengthen risk mitigation strategies, policies and frameworks.
- Build relationships with organisations and key strategic stakeholders who can contribute to the success of the initiative.

## Sector Forum Collaboration Platform

A secure SAFPS collaboration platform was launched to Member organisations where relevant content is hosted and shared, while also allowing Member organisations to engage with each other on fraud related issues in their day-to-day life in real time.

## THE WAY FORWARD

### Enhancing Identification and Fraud Prevention with Facial Biometrics

Biometrics is becoming essential for identification and fraud prevention. The SAFPS is developing a facial biometric service to enable Members to verify and identify individuals linked to records in its database.

#### Key features include:

- Biometric Face Bank: To identify individuals using only a facial image, checking if the face has been previously associated to any positive or negative records.
- Facial Image Search: Check if a face is linked to fraud, victim, or Protective Registration records held on the SAFPS database.
- Biometric Verification: Authentication of all individuals listed as victims or registered for a Protective Registration.

The service will be accessible via the SAFPS Member Portal, with plans to integrate an API for real-time system-to-system requests in the future.

### Digital Victim Registration

Digital Victim Registration enhances the existing victim listing record created by Members once a victim is confirmed.

This solution will prioritise identity verification by biometrically matching the victim against the DHA database. The most recent identity document facial image stored by the DHA will then be attached to the victim's record for visual confirmation.

The added security measure ensures that our Members receive accurate victim information, thereby reducing the risk of identity discrepancies.

As part of our efforts, we are also exploring artificial intelligence (AI) and how this can be applied to our products and future projects to enhance our fraud prevention services.

# 08

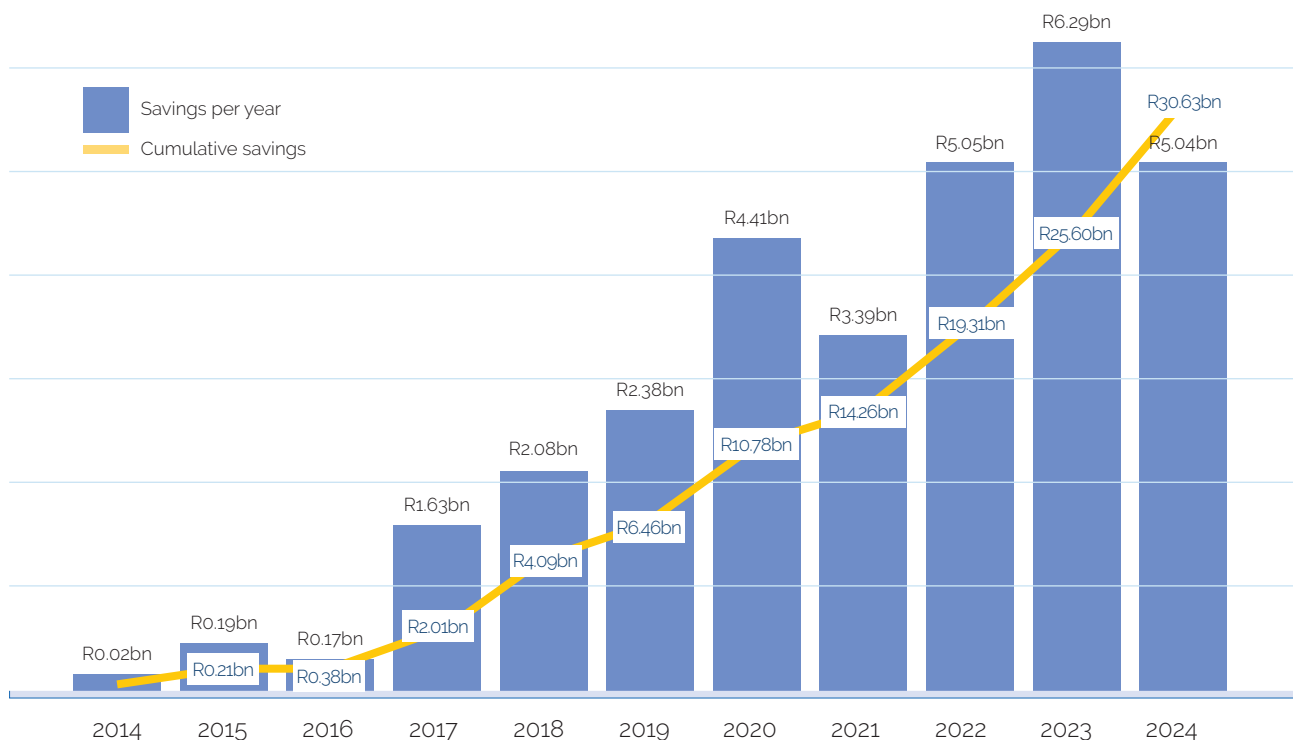
## Making a Difference

### SAVINGS

Due to fraud interventions, the SAFPS is saving our Members' money.

**TOTAL SAVINGS IN 2024**

**R5,04 BILLION**



CUMULATIVE SAVINGS OVER THE LAST 10 YEARS

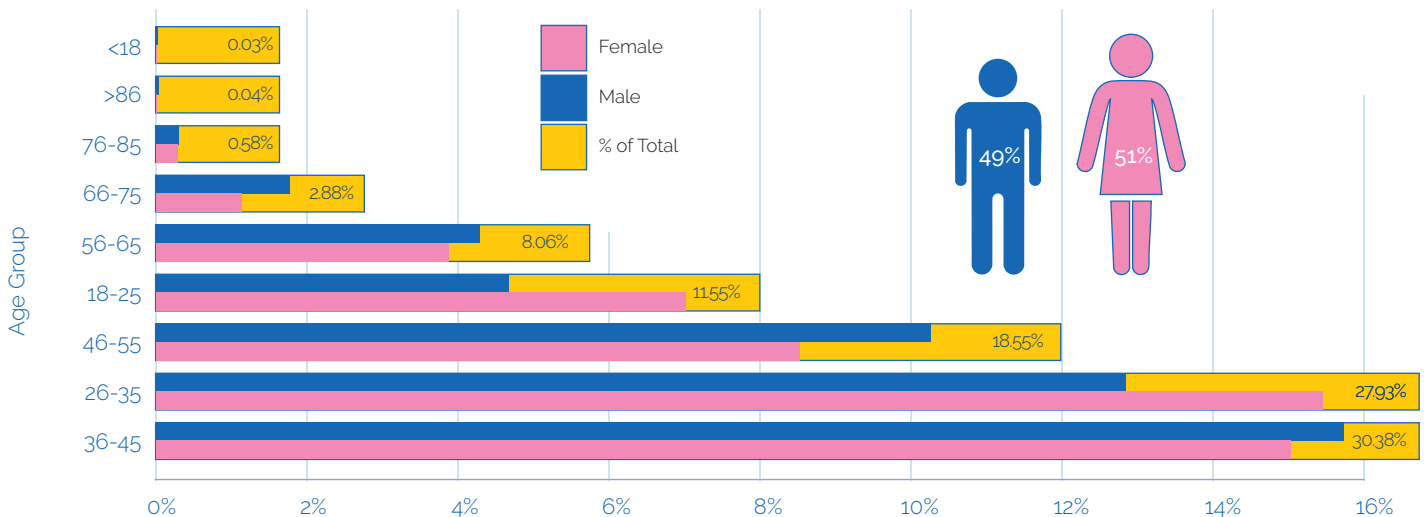
# PROTECTIVE REGISTRATIONS

Due to the risks South Africans face, more and more people are turning towards the SAFPS's Protective Registration to give them an additional layer of protection. This remains one of our most essential services and is core to our offering.

Protective Registration is a FREE service protecting individuals against future fraud. Consumers apply for this service, and the SAFPS alerts its Members to take additional care when dealing with that individual's details. It provides an added layer of protection and peace of mind regardless of whether the applicant's identity has been compromised.

## APPLICATIONS FOR PROTECTIVE REGISTRATIONS:

10 964



AGE AND GENDER DISTRIBUTION YTD  
Demographics of individuals who applied for Protective Registration





# 09

## 2024 Statistics

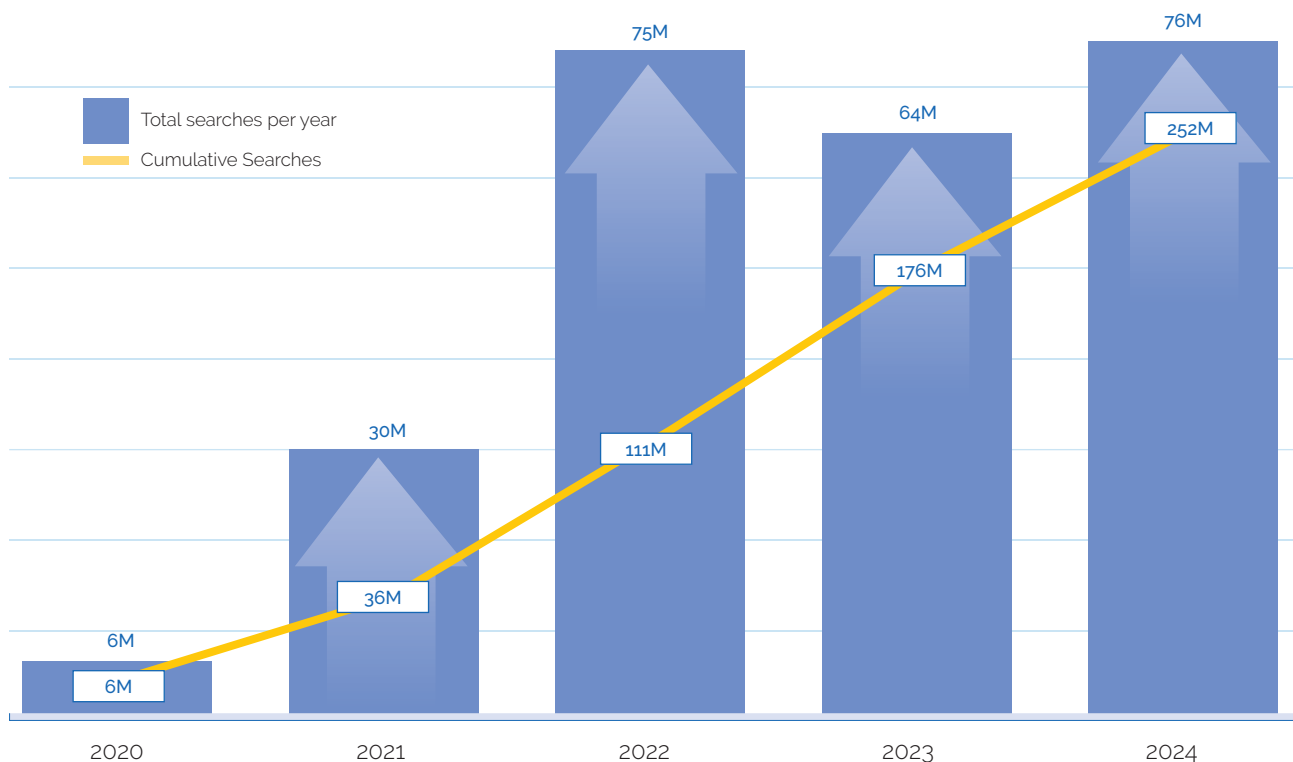
### OVERVIEW

We have outlined key insights from the 2024 SAFPS statistics.



\*Compared to the previous 12-month period (January 2023 to December 2023)

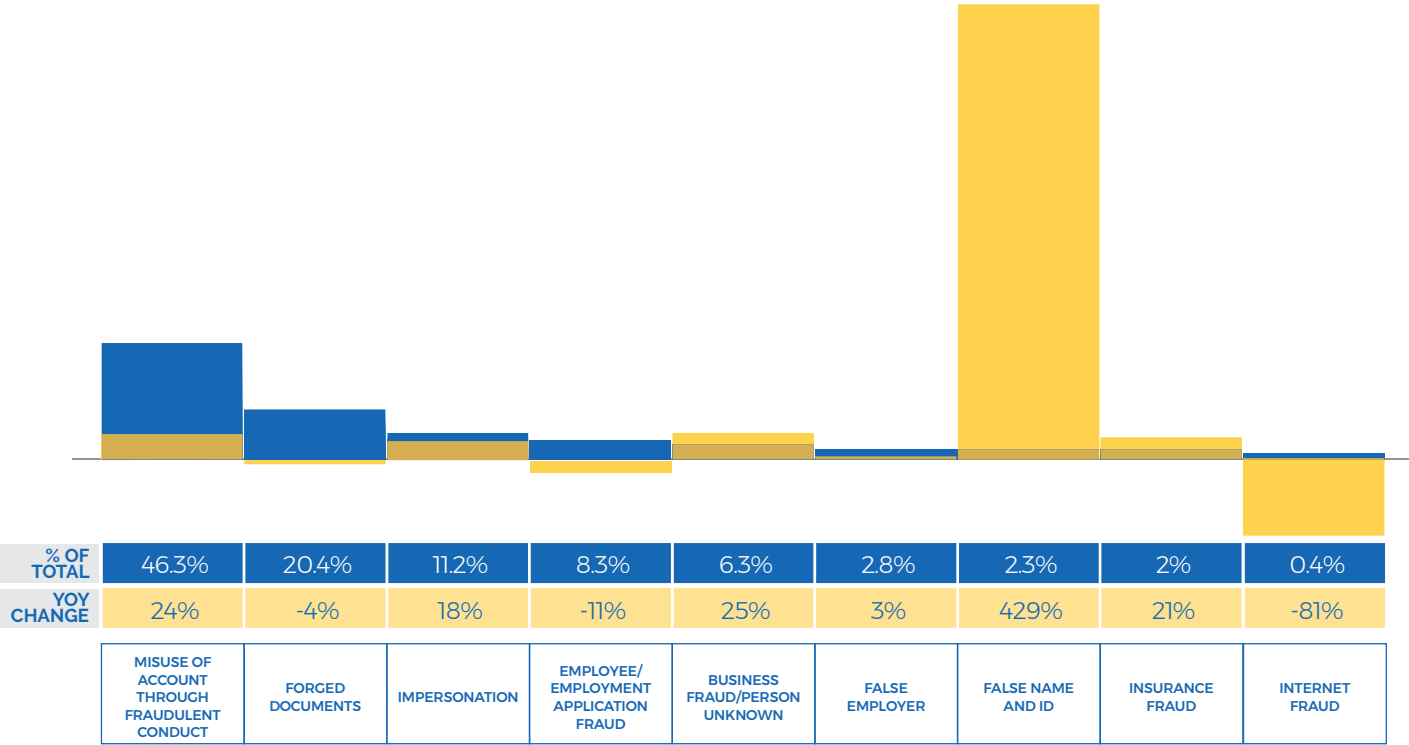
**Total Searches:** In 2024, searches increased by 18% when compared to 2023.



# A CLOSER LOOK AT FRAUD INCIDENTS DURING 2024

## Fraud Incidents per Category.

Looking specifically at the fraud categories and how fraud is perpetrated, the data is consistent with what we saw during 2023.



CHANGE IN INCIDENTS FROM PREVIOUS YEAR BY CATEGORY

## EXPANDING ON SOME OF THE FRAUD CATEGORIES:

### Misuse of Accounts Through Fraudulent Conduct is still in the top spot

*\*This is whenever an individual tries to evade financial liability by guile, trickery or illegitimate presentation of the individual's financial position.*

- The misuse of bank accounts has increased by 24% during the period under review, typically where the account holder would open a bank account with the express purpose of using it for fraudulent purposes, such as to receive funds linked to various forms of scams.
- Money mule activity, although accounting for roughly a third of this category, has decreased by 33% compared to the previous year. The key distinction here, is that account holders allow third parties to utilise their bank accounts to launder funds obtained from fraudulent transactions. In some instances, the account holder will unwittingly make their account available to the fraudster, however in many cases this is done for financial reward and also after being threatened by the criminals. Money Mule activity has links to other forms of international organised crime such as human trafficking, the drug trade, and terrorist financing.

*\* A money mule is an individual who allows, knowingly or unknowingly, their bank account to be used to move the proceeds of crime.*

- An increase of 155% has also been seen in the abuse of retail accounts, where consumers obtain credit with the express intent of not servicing the debt. Account take-over schemes are also evident when criminals gain control of consumers' retail accounts and exhaust credit facilities, leaving the consumer to shoulder the financial burden. It should be noted that this category only accounts for 0.3% of fraud incidents.

## Forged Documents

***\*This is when non-employment documents provided by individuals are forged or falsified. For example, payslips, bank statements etc.***

- Forged documents, although **slightly down (4%)** from 2023, still makes a sizeable contribution to the fraudulent activity being reported to the SAFPS. These are not only utilised in impersonating legitimate consumers, but in many instances, consumers are themselves making use of fraudulent documents to obtain credit facilities with Member organisations.
- Forged documents are also used to fraudulently indicate a consumer's income to be higher than it is in reality, in order to pass affordability assessments to qualify for higher credit limits. In most instances, multiple forged documents are used such as bank statements, confirmation of employment and proof of income.
- Although coming from a very low base, there has been an **increase in fraudulent passports** being used by consumers. Organisations are increasingly evolving their abilities to verify the authenticity of foreign passports.

## Impersonation

***\*This is when there is clear evidence that a person is an impersonator, falsely using another person's identity information. Through providing a false ID book, incorrect ID number, the particulars of a deceased person etc.***

Impersonation remains evident across the fraud landscape. Whilst certain sectors have mature models in place to detect impersonation by utilising biometric technology, other sectors are less mature in this regard. Organisations are also enhancing their capabilities to verify identity through their online channels.

## Employee/Employment Fraud

***\*This is when an employee, prospective employee, or employer has been involved in any corrupt, criminal and/or fraudulent related practices. This includes instances when an employee, person, firm, organisation, or company has aided, abetted, assisted, and/or conspired through the solicitation of a bribe, to fraudulently or otherwise dishonestly obtain credit, hire facilities or other products or services (commonly known as an accomplice). This is done through supplying false ID/personnel particulars, knowingly approving a fraudulent application, unlawfully obtaining personnel data, account fraud, using false information or qualifications on an application form, etc.***

- Employee/employment fraud came **down by 11%** but is still indicative of the current economic climate. Applicants are resorting to using fraudulently altered or completely fabricated qualifications in employment applications.

## Business Fraud/Person Unknown

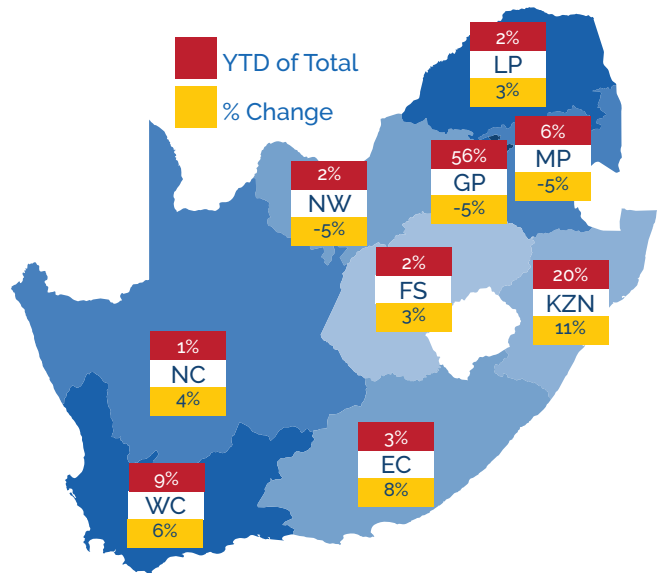
***\* This is where fraud has been committed but no individual can be linked to the case. However, addresses and/or telephone/cell phone numbers are found to be common to other fraud cases that have been investigated/reported.***

- This category has **increased by 25%** compared to the previous year. This is attributed to the increase in scams being reported to the SAFPS and its Members by consumers.
- These scams include phishing, investment, romance and advance fee scams.
- Consumers are approached through channels including WhatsApp, e-mail, and SMS which makes it difficult to identify the actual individuals and organisations behind these scams.
- SAFPS Members are still able to report the mobile numbers, URLs and e-mail addresses on the SAFPS database, which can be used to link these details to possible syndicate activity.

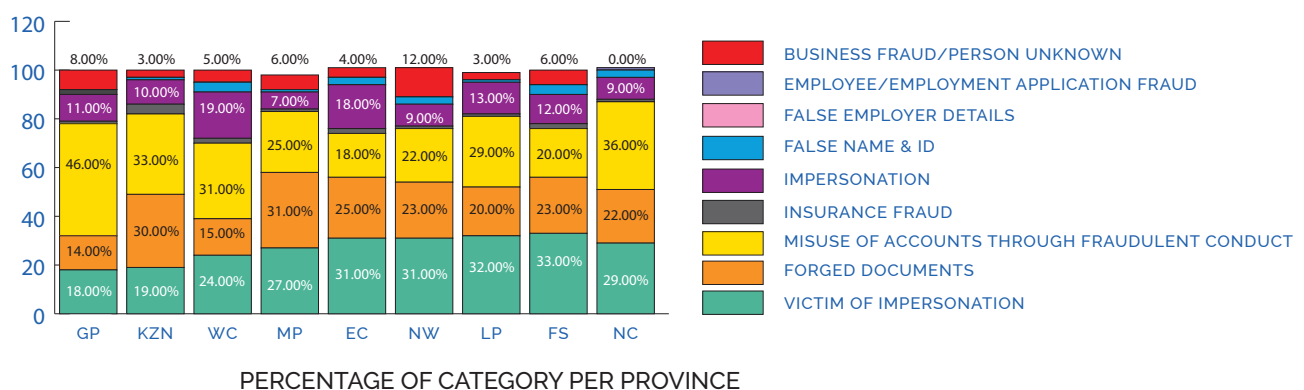
## Fraud Analysis per Region

Focusing on the fraud incidents per region, the Gauteng, KwaZulu-Natal and the Western Cape provinces remain the main centres for fraudulent activity.

There was a slight **decrease (5%)** in the Gauteng province when compared to 2023.

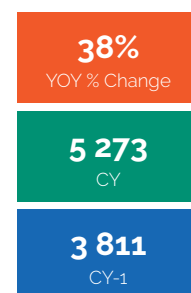
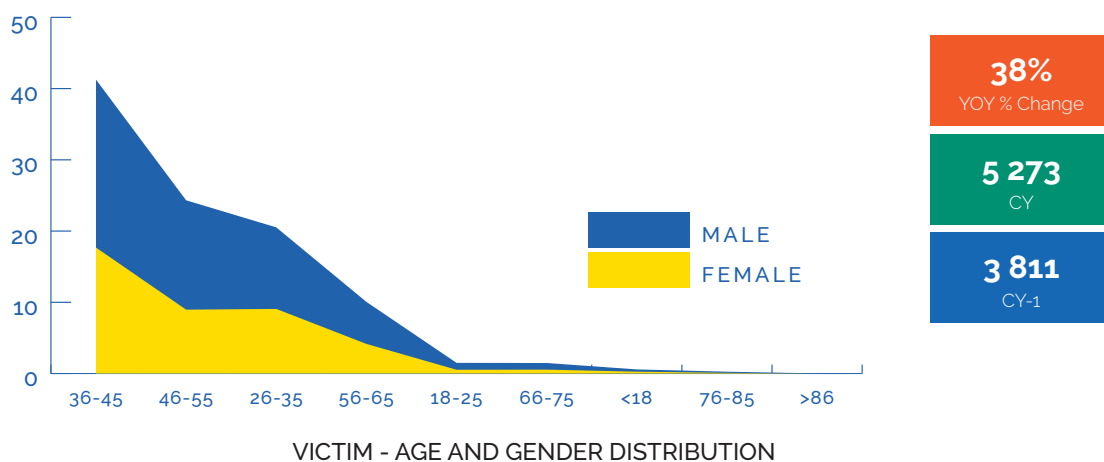


## Modus Operandi per Region



## Victim Analysis

Let us take a closer look at the victims of fraud:



\*All statistics shown are as per report dated 31 December 2024

## Victims of Impersonation

*\*This is when there is confirmed evidence that the person to be listed has become the Victim of Impersonation due to their personal information having been used fraudulently.*

- This makes up **16%** of the listings we get from our Members and we saw a **38% growth** in this category in 2024.



# 10

## In Closing

### CONTINUING OUR EFFORTS IN CREATING FREEDOM FROM FRAUD

We hope that you enjoyed reading this report and found the data shared insightful, and we trust that you can see the valuable impact the SAFPS is making to benefit its Members and consumers.

Our mission is to continue developing relevant products and services, while partnering with our Members, fraud prevention partners, and consumers to reduce the impact of financial crime on the South African economy and society at large.

Being equipped with the relevant tools and information will empower businesses and individuals to make informed decisions that will support our efforts in creating freedom from fraud.

We appreciate your support and look forward to what lies ahead.



*As the SAFPS, we envision a future where all South Africans are empowered with the necessary tools and knowledge to protect themselves from fraud and scams.*



## GLOSSARY

**YoY** – Year-over-Year

**CY** – Calendar Year

**CY-1** – Previous Calendar Year

**YTD** – Year-to-Date

**False Employer** - This is when the applicant gives false details regarding his/ her employment.

**False Name and ID** - False name and ID number is when the subject provides a name and/or ID number that either does not correspond to official records, or the information does not exist.

**Insurance Fraud** - This relates to fraud perpetrated in insurance policies that includes all types of insurance.

**Internet Fraud** - Online banking fraud, images with embedded code, camera hacks, open Wi-Fi hacks, website re-directs, anything other than scams that the user replied to. This includes pharming, which is when manipulated browsers direct unsuspecting customers to fraudulent websites.

## DISCLAIMER

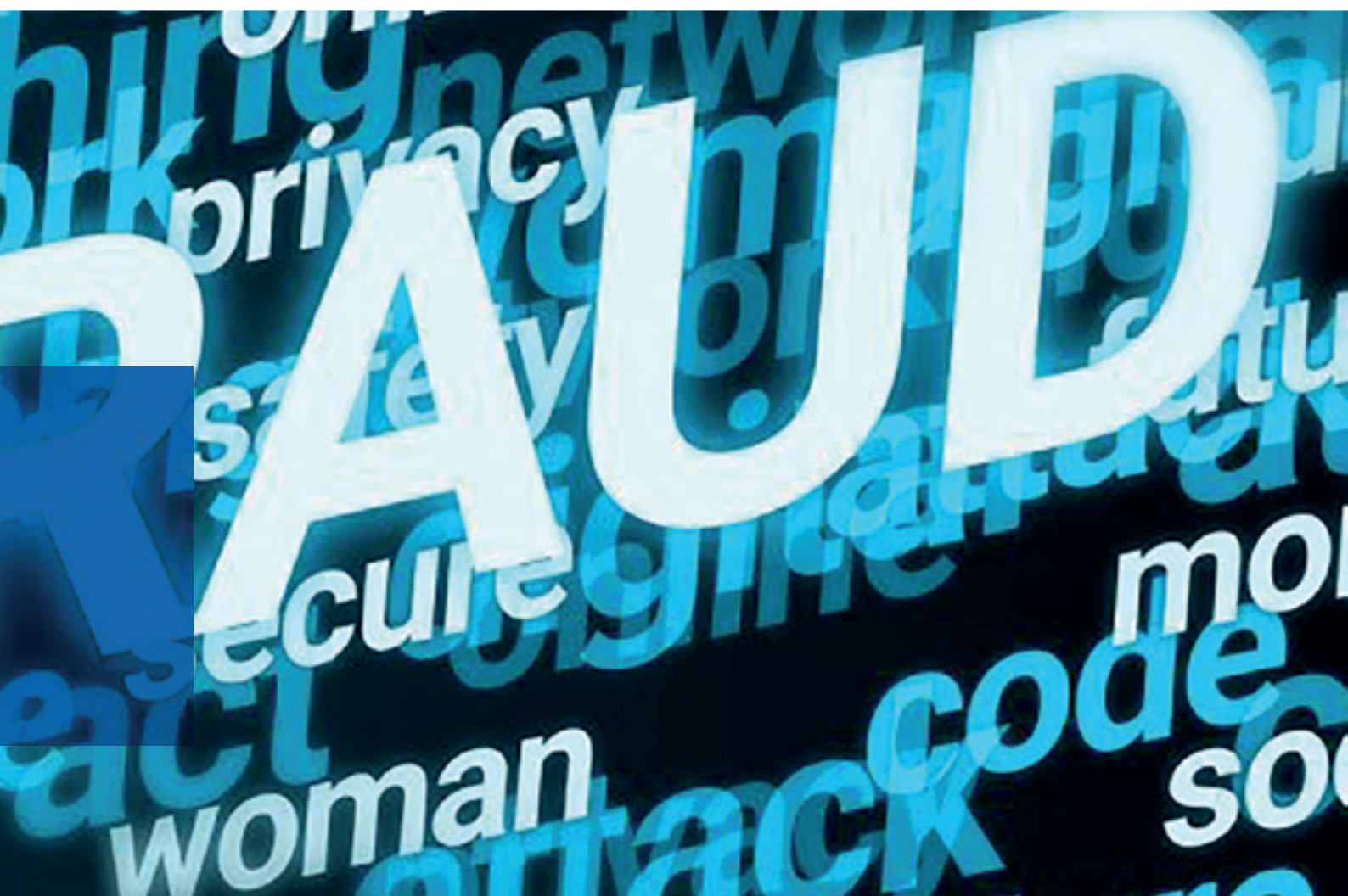
While every effort has been made to ensure the accuracy and reliability of the aggregated data, the original data was provided by customers and external sources. Consequently, the organisation cannot guarantee the completeness or accuracy of the data at its origin.

The statistics and analyses contained in this report are based on the aggregated data and are intended for informational purposes only. They should not be construed as definitive indicators of trends or as a substitute for professional advice or detailed investigation.

Additionally, the interpretations and conclusions drawn from the data are those of the organisation and do not necessarily reflect the views of all stakeholders. Readers are encouraged to consider the data in the context of the broader environment and other available information.

The organisation disclaims any liability for decisions made based on the information presented in this report. Users of this report are advised to conduct their own due diligence and verify the information before making any business or financial decisions.

For further information or clarification regarding the data and analyses presented in this report, please contact our team via the SAFPS Contact Centre.





# SAFPS

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FRAUD PREVENTION  
SERVICE



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Stop. Think. Don't get scammed!



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