Esteemed Commissioner Brunner,

On behalf of the undersigned organisations, **Victim Support Europe (VSE), Euroconsumers and the Global Anti-Scam Alliance (GASA)**, we would like to sincerely thank you for your video message at Euroconsumers' event on the *Economic and Human Cost of Scams*.

Your emphasis on safeguarding victims' rights in the context of fraud was particularly welcome. These crimes have grown at an unprecedented rate to an unprecedented scale and sophistication. Every single citizen of the European Union is now exposed to a panoply of the most horrific crimes in their very own homes.

Just as this period calls for collective defensive unity and action, so too must we treat the scourge of cybercrime with similar levels of commitment and coordination. At the centre of our response must the very victims we seek to, and sadly, so often fail to protect. Your recognition of victim support as an essential pillar of a comprehensive approach to tackling online fraud is therefore critical.

The sheer magnitude of these crimes cannot be ignored[1] – 57 billion USD[2] lost by consumers with billions more in reduced online consumption, citizens with long term psychological, physical and health impacts that reduce education, economic, family and social outcomes to the order of multi-billions in lost economic output, health costs and reduced quality of life. This is not only a security matter, it is a fundamental rights, social cohesion and economic matter. Supporting victims is not only a matter of ensuring they receive the care and assistance they need, but also key to restoring their trust in online services and preventing a wider economic backlash. This requires accessible and coordinated reporting mechanisms, alongside adequately resourced victim support services capable of providing timely, high-quality, assistance to all victims who need it.

It is clear that significant action is already taking place coupled with notable resources. Yet these are dispersed, fragmented and uncoordinated. A comprehensive and whole-of-society approach is required, which demands the leadership of the European Commission – bringing together not only law enforcement, justice agencies, tech and telco companies and financial services but a much broader array of society who all play a role in tackling this challenge – including of course victims, victim support services and consumer organisations. We look forward to the European Commission enhancing coordination and cooperation in this area.

Looking ahead to the forthcoming Action Plan on online fraud, we see an opportunity to address the fragmentation that still characterises responses to scams and promote more integrated solutions through stronger coordination. Public authorities, law enforcement, financial institutions, technology and communications providers, consumer organisations and victim support services all have a role to play, but their efforts need to be better connected. The European Commission could play a valuable convening and facilitating role by bringing these stakeholders together, encouraging the exchange of expertise and identifying how their efforts can be better aligned. This would help deliver more coherent responses and ensure that victims encounter no wrong doors when seeking assistance. VSE's European community of victim support organisations, Euroconsumers and its national on-ground consumer organisations, GASA and their wider ecosystem of partners can contribute to these efforts by sharing frontline expertise, strengthening cross-sector cooperation and helping ensure that victims of online fraud receive timely, accessible and coordinated support.

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[1] Euroconsumers (November 2026), *The Human and Economic Cost of Lost Trust: The impact of scams on people and the economy in numbers*.

[2] Global Anti-Scams Alliance (June 2026), *State of Scams in Europe - 2026*

This requires a comprehensive response: dismantling the criminal networks behind scam compounds, working proactively with technology, social media and communications providers to prevent fraud, intervening more quickly to seize the proceeds of scams, communicating solutions to victims and connecting them with services as easily as possible.

Victim Support Europe, Euroconsumers, and GASA are united in our belief that victim protection and support must remain central to Europe's efforts against cybercrime. We appreciate your recognition of this dimension and look forward to continuing our engagement with the European Commission towards a safer digital environment in which victims' rights are fully realised. We would welcome the opportunity to meet with you to discuss these priorities further and explore avenues for continued cooperation.

Yours sincerely,

Levent Altan	*Els Bruggeman*	*Andrei Skorobogatov*
		
Executive Director	Head Policy, Enforcement and Communication	Director of Policy
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