



CONSUMER HELPLINE

TATOC HELPLINE ANALYSIS

Money Reported Lost to the TATOC Consumer Helpline January 2016

In January 2016 £118,018.00 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 Specific Companies	£ 15,648.00	£ 15,648.00
Takeover Offers	£ 10,360.00	£ 10,360.00
Sales & marketing Non Timeshare	£ 8,500.00	£ 8,500.00
Bogus Legal Firms	£ 62,264.00	£ 62,264.00
Bonus Week Offers	£ 684.00	£ 684.00
TOTAL	£ 118,018.00	£ 105,638.00

Of the £118,018.00 reported lost the helpline team sent out TATOC Consumer Helpline guides to help recover £105,638.00 through the debit card Visa Charge-back scheme or section 75 of the 1974 Credit Consumer Act for consumers who had paid via credit card or taken out finance.

The remaining £12,380.00 was paid via bank/ money transfers or cheque which gives consumers no protection if things go wrong.