

Indonesia

Population 285.7 million · Latest figures: 2025

Indonesia's central record of scams is the Indonesia Anti-Scam Centre (IASC), opened on 22 November 2024 by the financial regulator OJK with the ministries and agencies of the Satgas PASTI task force. In 2025 it received about 392,000 reports, with losses of about Rp8.6 trillion, and by 30 September 2026 the total since opening had reached 702,342 reports. Reports now arrive at about 1,300 a day.

Responsibility is divided. OJK runs the centre and supervises banks. The communications ministry Komdigi blocks content and phone numbers and regulates SIM cards. The police investigate.

The legal base is the 2023 financial sector law, which provides for the task force, and the electronic transactions law, under which misleading information that causes consumers a loss carries up to six years in prison. New since 2025 are a shared database of fraud perpetrators for financial firms (February 2025), a power for OJK to sue firms on consumers' behalf (December 2025), and face-recognition registration for new SIM cards (mandatory from 1 July 2026).



PEOPLE SCAMMED

10,109,914

5.0% of adults

Scams reach people through online shopping, phone calls and messaging apps. Callers pose as bank staff, tax officials or the police. After the tax system Coretax launched in January 2025, scammers phoned and sent WhatsApp messages asking people to 'verify data' and to install an app file. Bank-branded SMS has been broadcast from illegal mobile base stations.

Fake investment offers use deepfake videos of public figures: in one case in 2025 a man used fake video of the President offering government aid, and took an 'admin fee' from about 100 people in 20 provinces. IASC logged 1,379 reports suspected of using AI between November 2024 and June 2026. Illegal online lenders are a separate problem, with complaints of intimidation by debt collectors.

Seven in ten reports come from Java, led by West Java, Jakarta and East Java. Indonesians are also found on the other side of the scam: more than 8,000 asked their embassy for help to leave scam compounds in Cambodia in early 2026, and 554 were brought home from Myanmar in March 2025.

PEOPLE WHO LOST
MONEY

6,065,948

60% of victims

Victims pay by bank transfer, virtual account, e-wallet top-up and, in some cases, crypto. The money lands in accounts opened or bought for the purpose and is moved on in layers: by September 2026, 1.37 million accounts had been reported to IASC. OJK says the money is usually gone within about an hour, while 85% of victims report more than 12 hours after the event. Selling or lending a bank account is illegal and its owner stays responsible. With QR payments, fraudsters paste their own QRIS code over a merchant's.

The safeguards are still being built. Since 1 July 2026 a new SIM card needs face recognition matched to the population register, with at most three prepaid numbers per person at each operator. Numbers registered earlier are untouched. Banks are cutting back SMS notifications after the fake base station attacks.

Financial firms share a database of known fraud perpetrators, SIPELAKU, launched in February 2025. One operator, Indosat, says its filter blocked more than 2 billion spam and scam calls, messages and links in six months.

MONEY LOST

US\$1.6b

Rp26.32tn in a year,
0.11% of GDP

Reports to the Indonesia Anti-Scam Centre (IASC), run by the financial regulator OJK, put scam losses at Rp9 trillion between its launch on 22 November 2024 and late December 2025, and Rp9.3 trillion by May 2026, from 579,459 reports. It counts only scams reported to it. Reports keep climbing, to 702,342 by September 2026, about 1,300 a day in mid-2026 against 700 to 800 a day a year earlier.

Impersonation and investment scams cost the most per case. In IASC figures to mid-October 2025, 31,299 fake-call reports lost Rp1.31 trillion, about Rp42 million each, and 19,850 investment reports lost Rp1.09 trillion, about Rp55 million each. Online shopping scams were the most common, with 53,928 reports and Rp988 billion lost, and by May 2026 had become the largest loss category, at Rp1.36 trillion. Job offers cost Rp656 billion, phishing Rp507.5 billion and fake social media accounts Rp491.1 billion.

Police counts are separate and cover only part of the country. Jakarta's regional police handled 1,951 online fraud cases in 2025, with Rp929 billion lost.

MONEY RETURNED

US\$98.4m

6.2% of the money
lost

No rule makes a bank or platform reimburse a customer who was tricked into paying. Under OJK's consumer protection rule a financial firm is not liable if it can show the customer's own involvement or negligence.

Money is pulled back from the receiving accounts. Since November 2024 victims report to the Indonesia Anti-Scam Centre (IASC), run by OJK with banks and payment firms, which blocks those accounts. By 30 September 2026 it had blocked Rp811.1 billion and returned Rp207.16 billion to victims, from accounts at 24 banks. The first returns were made on 21 January 2026, when Rp161 billion went to 1,070 victims from accounts at 14 banks. Since then returns have grown slowly: blocked money rose by about Rp374 billion between January and September 2026, while returns rose by about Rp46 billion.

A refund covers only what is still in the scammer's account. It needs an indemnity letter from the bank and, in practice, a police report, which OJK says has been a hurdle, and IASC tells victims that a report does not guarantee a refund. Police also return money: Jakarta's regional police reported Rp352 billion returned to cybercrime victims in 2025.

REPORTED

48%

of victims reported it

In the Armidale 2026 survey, 28.0% of victims of the last 12 months told the police and 48.0% reported to some institution, such as the police, a bank or a platform. Reports of financial scams go to the Indonesia Anti-Scam Centre (IASC), run by the financial regulator OJK with banks and payment firms.

It received 411,055 reports from its launch in November 2024 to 23 December 2025, up from 18,614 by the end of 2024: 218,665 came through the victim's bank or payment firm, which passes them on, and 192,390 straight from victims. By 30 September 2026 the total was 702,342, and victims had reported 173,718 phone numbers, which a government task force passes to the digital ministry for blocking. OJK says 85% of victims report to IASC more than 12 hours after the scam. A report to IASC does not replace a police report, and an agreement with the national police in January 2026 provides for police complaints to be lodged through the IASC system.

Jakarta's regional police received 4,271 cybercrime reports in 2025, 1,951 of them online scams. OJK's consumer portal took 56,620 complaints in 2025, up from 33,319 in 2024, 20,972 of them against banks and 21,886 against fintech firms, and 82,092 from January to mid-September 2026. Complaints to OJK about illegal entities rose from 16,231 in 2024 to 26,220 in 2025, 21,249 of them about illegal online lenders and 4,971 about illegal investments, and reached 35,438 in the first nine months of 2026.

POLICE RECORDS

392,441

cases recorded by the authorities

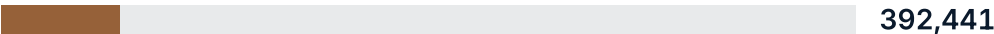
The figure shown here is the count of the Indonesia Anti-Scam Centre, the body that receives scam reports nationally. The centre counts reports of fraud in financial transactions, made directly or through a bank: 411,055 between its opening and 23 December 2025, of which 392,441 were in 2025. Scams that are never reported are not counted.

The police figures cover parts of the picture. The cyber crime directorate and regional cyber units handled 664 cybercrime cases in 2025, with 744 suspects. Jakarta's police received 1,951 reports of online fraud in 2025, with losses of Rp929 billion. The task force acts mainly by blocking: it stopped 2,617 illegal lenders and investment offers in 2025, and by September 2026 more than 700,000 bank accounts named in scam reports had been blocked. Komdigi and the phone operators have blocked more than 13,000 numbers used for scam calls.

Victims who told the police (estimated)



Cases recorded by the authorities



MOST COMMON

- 1. Online shopping
- 2. Jobs
- 2. Prizes

By number of reports to IASC, online shopping scams come first: 53,928 of the reports made up to mid-October 2025, with Rp988 billion lost. By money, fake calls come first: 31,299 reports of callers posing as someone else cost Rp1.31 trillion, and 19,850 investment scams cost Rp1.09 trillion. Job offers (18,220 reports and Rp656 billion), prize scams, scams on social media and phishing follow.

App files sent over WhatsApp are fewer, 3,684 reports, but cost Rp134 billion. Illegal online lending is counted separately by the task force, which received 21,249 complaints about it in 2025.

GOVERNMENT
RESPONSE

Indonesia's programme is young and centred on one body. IASC brings banks, payment firms and e-commerce companies together under the financial regulator: staff from 17 banks and five payment firms work at one site, and seven industry associations are members. That is real coordination inside finance, and it has made reporting possible at scale, with 700,000 reports in under two years.

The results for victims are thin. About 7% of reported losses is blocked and under 2% returned, and the share blocked has fallen from about a quarter in the centre's first weeks. OJK's own explanation is delay: money moves within an hour and most victims report after twelve.

The gaps lie outside finance. Telecom operators were still described as 'soon to join' IASC in January 2026, and social media platforms are not members. In 2026 the communications minister went to Meta's Jakarta office to demand better moderation of scam content. No rule makes any firm bear a victim's loss. The data protection authority required by a 2022 law had still not been set up in July 2026. Registration of SIM cards by face recognition began in 2026 but leaves existing numbers untouched.

Calculation Methodology & Sources

People scammed

From one survey:

- 5.0%: Armidale, ASEAN Consumer Scam Report 2026 for the GSMA (figures computed from the respondent data), Respondent data, Q25 (12 months to 1 August 2026).
- 5.0% of 202,198,273 adults.

People who lost money

From one survey:

- 60.0%: Armidale, ASEAN Consumer Scam Report 2026 for the GSMA (figures computed from the respondent data), Respondent data, Q32 (12 months to 1 August 2026).

Money lost

- Rp8.64tn was lost in cases recorded by the authorities. Adding the 5,673,507 victims who lost money but are not in those records, at Rp636,404 each, gives Rp26.32tn.
- Price of an unrecorded loss: Read off the line fitted to GDP per person in the countries where this price is measured (Canada, Chile, Mexico, Singapore and United States): US\$38.62 = IDR 636,403.84.
- US dollars at 0.000060687 per IDR.
- Share of GDP: US\$1.6b against GDP of US\$1.45tn in 2025. World Bank, GDP (current US\$) 2025.

Money returned

- Vanguardia, reporting CONDUSEF, Crece la estafa digital: más de 2.4 millones de fraudes bancarios en México durante 2025, Level average, see note.
- No national figure covers every route, so the average is used for countries where the rules make banks refund only part of fraud losses. Worked out: banks return 11.4% of money lost through banks, the average of Russia and Mexico; banks returned IDR 1,396.18bn (11.4% of the 46.5% of money lost through banks); IDR 225.13bn came back on money lost outside banks (1.6%, from Armidale's non-government survey of seven Asian markets, converted to money).
- 6.2% of Rp26.32tn lost.

Reported

From one survey:

- 48.0%: Armidale, ASEAN Consumer Scam Report 2026 for the GSMA (figures computed from the respondent data), Respondent data, Q33 (12 months to 1 August 2026).

Police records

- 28.0%: Armidale, ASEAN Consumer Scam Report 2026 for the GSMA (figures computed from the respondent data), Respondent data, Q33 (12 months to 1 August 2026).
- 392,441: Scam cases recorded by the Indonesia Anti-Scam Centre, which is run by the financial regulator with the police as a member.

Most common

- Ranked by scam types that affected victims of the last 12 months most (Armidale 2026; victims could choose more than one). 36.1% of answers are methods such as phishing, or other, and are not ranked.

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