

Question for written answer E-002686/2025
to the Commission
Rule 144
Aldo Patriciello (Pfe)

Subject: Tackling telephone scams and protecting older consumers in the European Union

Factors such as limited familiarity with modern technologies and social isolation leave older people particularly vulnerable to telephone scams.

The scams targeting older people come in various forms, including requests for money for fake emergencies, misleading service offers or offers relating to non-existent services, and attempted extortion through fraudulent calls.

Such scams often cause serious economic, emotional and psychological harm to victims, undermining their safety and quality of life.

A harmonised regulatory framework and targeted preventive measures are therefore needed to ensure older people are effectively protected against these kinds of fraud.

It is also important to put in place specific information, training and awareness-raising campaigns aimed at older people and their family members, to help them recognise and report attempted fraud as soon as possible.

In the light of the above:

1. What concrete steps will the Commission take to help prevent and combat telephone scams that target older people, including by means of dedicated information campaigns and digital education programmes aimed this section of our society?
2. What means of support, assistance and redress are available (use of innovative technologies and systems to prevent fraudulent calls) and can they be deployed to help older victims of telephone scams?

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