



3 December 2025

Rocio Concha
Director of Policy and Advocacy, and Chief Economist
Which?

Dear Rocio,

As you'll expect I've received substantial volumes of emails prompted by your online tool, with many hundreds of people writing to express their desire for Government action to tackle fraud. I and my officials will look closely at the proposals set out.

I wanted to write to you in response to reiterate my personal commitment to driving down fraud and reducing the harm it causes. You'll know from conversations we've had that the Government takes this issue incredibly seriously, and that's why we will set out a comprehensive Fraud Strategy early in the New Year. It will include measures to both protect consumers and disrupt criminal networks. This strategy will reflect our commitment to reducing harm and ensuring that the UK remains the most difficult environment possible for fraudsters to operate in.

I am grateful for your campaigning on this issue and the support you show for efforts to tackle it.

With best wishes for Christmas,

Yours Sincerely,

Lord Hanson of Flint