

Information release

ECC-Spain Warns of Criminals Impersonating ECC-Net to Defraud Consumers

Scammers contact victims of financial fraud, making them believe they can recover their lost money.

Madrid, 13 June 2025 – The European Consumer Centre in Spain (ECC-Spain) is alerting consumers to a new scam identified by the European Consumer Centre Network (ECC-Net), which brings together consumer centres from across the EU. In this scheme, fraudsters impersonate ECC-Net staff and target consumers who have previously fallen victim to financial scams—such as investment fraud, pyramid schemes or cryptocurrency losses—by falsely claiming they can help recover the lost funds.

How the scammers operate

Scammers reach out to victims via phone or email, falsely claiming to represent ECC-Net. They specifically target consumers who have suffered financial losses from previous scams. In their communications, these impostors pose as consumer rights advocates and convince victims that their lost money can be recovered through an operation supposedly coordinated with Interpol. However, before the supposed transfer can be made, they request personal information through a fake “ECC-Net KYC form” sent via WhatsApp or email, under the pretext of verifying the recipient’s identity.

To gain the trust of victims, the scammers assert that a financial fraud has been uncovered thanks to investigations carried out by ECC-Net in collaboration with Interpol—claims that are entirely fabricated.

ECC-Spain stresses that this is a new type of scam. ECC-Net never contacts consumers to request payments or personal data. Furthermore, the ECC-Net does not intervene in criminal matters or fraud cases. Consumers who are contacted by individuals making such claims are advised to immediately terminate the communication and report the incident to the relevant authorities (police or civil guard).

How to identify the scam

The fraudulent messages are signed by a non-existent individual named Elena Ferrer, claiming to be “Chief Auditor at ECC-Net.” The email used is elena.ferrer@ecc-net.com, which is not associated with the ECC-Net.

Recommendations from ECC-Spain

- **Verify identity:** If in doubt, contact ECC-Spain directly.
 - Phone: +34 91 822 45 55
 - Email: cec@consumo.gob.es
- **Use only the official ECC-Spain complaint form:** ECC-Spain does not send consumers any forms via email or WhatsApp, nor does it request personal data through these channels. The only official online claim form is available on the ECC-Spain website: <https://portal-cec.consumo.gob.es/es>. Consumers wishing to request assistance from ECC-Spain for cross-border EU consumer complaints must use this form exclusively.
- **Never make payments:** ECC-Net services are entirely free of charge. Advice and assistance are provided at no cost.
- **Protect personal data:** Do not share any personal information. Scammers often attempt to obtain sensitive data such as bank account details or copies of ID documents through deceptive methods.
- **Report to security authorities:** Victims are urged to report the incident to the police or guardia civil. It is also advisable to notify the relevant European Consumer Centre. If residing in Spain, consumers should contact ECC-Spain at cec@consumo.gob.es.