

You wouldn't pay a stranger in a pub up-front for a concert or sports ticket.



www.getsafeonline.org

Imagine you're sitting in a café or pub, and somebody you've never met before offers you tickets for a sold-out concert or event that you really want to see. All you need to do is give them the cash there and then, and they'll drop them through your letterbox in a couple of days.

**You wouldn't really do this in a café or pub, would you?
So why do it on social media, auction sites or fan forums?
Because actually, it's no different.**

In an online ticket scam, the seller tells you they'll send you the tickets as soon as you've transferred the money to their bank account. But when you haven't received them and you try to contact the seller, the phone just rings and your messages aren't returned. This happens to thousands of music and sports fans in the UK every year.

Despite this ...

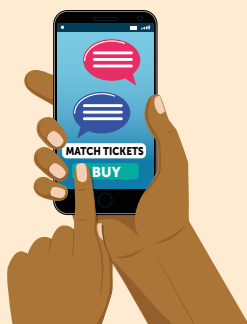
54%

of UK consumers think social media is a 'safe space' for purchasing live event tickets or are indifferent to the risks



42%

of UK consumers have used social media to buy tickets, with **one in eight** who have done so falling to scams



There are safe alternatives. Don't become a victim of ticket scams.

Read our top tips to protect yourself and securely purchase tickets online:

- However desperate you are to get into a gig, festival or game, don't buy tickets from anyone apart from official vendors, the box office or regulated ticket marketplaces.
- Consider that tickets advertised on any other source such as auction sites, social media and fan forums have a high chance of being fake or non-existent, however authentic the seller may seem and whether they're advertised below, above or at face value.
- Don't be tempted to click on social media, text or email links or attachments offering tickets, as they could link to fraudulent or malware sites.
- Paying for tickets by bank transfer – however much you want them – could result in losing your money. It's always best to pay by credit card, for additional protection.
- Check sellers' privacy and returns policies. Ensure the site offers a guarantee or consumer protection for peace of mind.
- Double-check all details of your purchase before confirming payment.



- Before buying online, check that the page is genuine (carefully enter the address yourself, not from a link) and secure ('https' and a locked padlock), and log out when you've completed the transaction. You could check if a website is likely to be legitimate or fraudulent at www.getsafeonline.org/checkawebsite
- Keep receipts until after the event so you have proof of purchase.
- If you're also searching and booking accommodation, follow our advice on doing so safely and securely, which can be found at www.getsafeonline.org/personal/articles/holiday-and-travel-booking

Get Safe Online

Get Safe Online is the UK's leading source of information and advice on online safety and security, for the public and small businesses. It is a not-for-profit, public/private sector partnership backed by law enforcement agencies and leading organisations in internet security, banking and retail.

For more information and expert, easy-to-follow, impartial advice on safeguarding yourself, your family, finances, devices and workplace, visit www.getsafeonline.org

If you think you have been a victim of fraud, report it to **Action Fraud** at actionfraud.police.uk or by calling **0300 123 2040**. If you are in Scotland, contact **Police Scotland** on **101**.



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