

Financial Scams Framework

Guidance on making a Scam compliant to the
Regulatory Authority

January 2026

Introduction

1. Scammers constantly evolve their tactics to deceive, trick or otherwise steal valuables from innocent victims. These include tactics such as blackmail, romance scams, and fraudulent sales of non-existent goods or services.
2. To counter this threat, the Qatar Financial Centre ("QFC") Regulatory Authority (the "**Regulatory Authority**") has established the Financial Scams Response Team, tasked with administering the Financial Scams Framework.
3. The Regulatory Authority is committed to protecting the public and maintaining trust in QFC's ecosystem. While we do not guarantee recovery of lost funds, we take such action that is possible and proportionate and act with diligence and confidentiality.

Objective

4. The objective of this guide is to provide clear guidance on the Regulatory Authority's role and responsibilities in addressing Financial Scams. This is to ensure a consistent and effective approach to protecting the public and maintaining market integrity.

What is a Financial Scam

5. Financial scams involve deceptive practices aimed at tricking individuals or organisations into giving away money, property, other type of assets or sensitive information. Scammers often promise high returns with little or no risk on the money you invest, and they often use fake websites, social media advertisements, or unsolicited calls/emails.
6. Examples include investment scams, insurance policy scams, financial services scams, phishing, website cloning, advance fee frauds, identity theft and Ponzi schemes.
7. For more information on the types of scams dealt with by the Regulatory Authority, please visit the following Link: <https://www.qfcra.com/financial-scams/>.

The Regulatory Authority Financial Scams Framework

8. The Financial Scams Response Team is responsible for the administration of the Financial Scams Framework. The Financial Scams Framework allows the public to confidentially submit a complaint about an alleged Financial Scam ("**Scam Complaint**") to the Regulatory Authority.
9. As part of the Financial Scams Framework, the Regulatory Authority provides the public (via the Consumer Alert Bulletin tab on the Regulatory Authority's website) with useful information regarding the types of, and information relating to, Financial Scams that have come to the attention of the Regulatory Authority. We also seek to keep the public informed about certain recent types of Financial Scams including targeted press releases.
10. As most Financial Scams originate from outside Qatar, the Regulatory Authority's ability to disrupt, disable, or prevent a Financial Scam is often limited. The Regulatory Authority does not make any assurances to those affected by a Financial Scam and does not provide compensation.
11. Where a Financial Scam originates from within Qatar, the Regulatory Authority will maximise its efforts in dealing with such scams, whether it is by liaising with the Relevant Authorities or publishing press releases to ensure the public is made aware of such scams.

What should you refer to the Regulatory Authority

12. You should contact the the Regulatory Authority if you suspect:
 - a) A scam involves a QFC-authorized firm¹;
 - b) A business is falsely claiming it has QFC authorisation;
 - c) A business is falsely purporting to offer Regulated Activities as defined in the Financial Services Regulations;
 - d) The Regulatory Authority or a QFC-authorized firm's name or identity is being misused; or
 - e) Individuals associated with QFC-authorized entities are engaging in deceptive conduct.

¹ You may refer to QFC Regulatory Authority's Public Register to see the list of QFC-authorized firms at: https://www.qfcra.com/public_registers/search-authorized-firms.

13. Our team will take appropriate action in such cases with the utmost diligence and confidentiality.
14. The Complainant should preserve all relevant evidence, including but not limited to; communications, payment records, screenshots, and timelines. These should be provided to the Regulatory Authority along with the Scam complaint. If money has been transferred, contact your financial institution immediately.
15. The Regulatory Authority does not provide restitution or compensation to victims of scams. Therefore, where there has been a loss of monies, the Complainant should contact their financial institution immediately.

How to make a Scam Complaint to the Regulatory Authority

16. A Scam Complaint can be made through a web portal available on the Regulatory Authority website by filling-in the necessary information into a Scam Report E-Form. All the relevant evidence (as highlighted in paragraph 14 above should also be submitted along with the Scam Report E-form.
17. A link to the web portal can be found at: qfcra.

What should not be referred to the Regulatory Authority?

18. The Regulatory Authority only investigates scams involving QFC-authorized firms or entities falsely claiming such status. Scams unrelated to financial services—such as online shopping fraud or overseas lottery schemes fall outside our jurisdiction.
19. If the scams do not involve QFC-authorized firms or entities falsely claiming such status, but originate from within Qatar, the Regulatory Authority will, where appropriate and within its capacity, liaise with or refer the Complainant to the Relevant Authorities.