

## **Online banking fraud in the Grand Duchy of Luxembourg: what immediate steps should victims take?**

Online banking fraud is increasing dramatically every year: several million victims are affected, with losses amounting to several billion euros annually. Luxembourg is no exception, with the Grand Ducal Police recording more than 6,000 cases of fraud in 2024. [Read more](#)

### **Some figures...**

According to the 2024 annual activity report of the Grand Ducal Police, the following cases were recorded in the Grand Duchy: 6,382 cases of fraud (corresponding to an increase of 3.89% compared to 2023), 417 cases of breach of trust (a 56.8% increase compared to 2023), and 386 cases of identity theft (a 9.35% increase compared to 2023).

If we apply these figures to the country's population, this means that approximately 1 in 90 people were affected by this type of crime in 2024.

It is therefore important that everyone is aware of the basic steps to take in the event of suspected or proven fraud:

#### **1) Take immediate action.**

The chances of recovering funds that have been defrauded decrease significantly after a few days: the first 24 hours are crucial. This requires an immediate response.

#### **2) Report the fraud to your bank.**

In principle, your bank should detect any anomalies and take appropriate action.

However, if you suspect fraud, it is always highly recommended that you contact your bank immediately. Your bank will be able to attempt to block the transaction in question and inform the Financial Intelligence Unit (FIU), which may also take other measures.

#### **3) File a declaration with the Financial Intelligence Unit (FIU).**

The FIU can prohibit your bank from executing a suspicious transaction or even block a transaction that is already in progress.

The FIU can be very effective in tracing funds if it is informed quickly. It cooperates in this regard with its European counterparts.

#### **4) File a criminal complaint with the police and/or the public prosecutor's office.**

Filing a complaint may trigger a criminal investigation by the Grand Ducal Police and/or the Public Prosecutor's Office.

However, filing a criminal complaint is not always sufficient to recover the funds.

## **5) Take legal action.**

Your banker has a twofold duty to ensure vigilance: a contractual obligation under the bank account agreement and a legal obligation under anti-money laundering and counter-terrorist financing legislation.

Under these obligations, your banker must, in particular, detect any apparent anomalies and act diligently, prudently, and loyally.

Several cases have resulted in the banker being held liable for failing to fulfill their duty of care and ordered to compensate the victims for their losses.

### Sources :

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- 7) Rapport d'activités de la Police grand-ducale 2024, <https://gouvernement.lu/dam-assets/publications/rapport-activite/minist-interieur/police/2024-rapport-activite-police/20250402-ra2024.pdf>.
- 8) Rapport d'activité de la Cellule de renseignement financier de l'année 2023, 22<sup>e</sup> rapport, publiée en juillet 2024, <https://crf.public.lu/fr/actualites/rapportdactivites2023.html>.
- 9) Steve Remesch, Betrug erreicht in Luxemburg nie dagewesenes Ausmaß, Luxembourg Wort, publié le 8 avril 2025, consulté le 12 septembre 2025.
- 10) Loi du 12 novembre 2004 relative à la lutte contre le blanchiment et contre le financement du terrorisme.