



The Internet Intermediaries Working Group (IIWG) is a cross-agency group, which brings together representatives from UK Regulation, Tax and Police Authorities. Its aim is to improve compliance by online platforms and their users and reduce the harm to their consumer and business users.

SCOPE

The group will consider any Internet Intermediary causing significant harm to UK consumers, with a particular focus on those using a 'dot UK' domain name, business to consumer sales, offering products priced in sterling or with the directing mind based within the UK.

Internet Intermediaries (aka Information Society Services) includes:

- Marketplaces
- Social Media Networks
- Discount, Voucher & Cashback Platforms
- Forums
- App Stores
- Sharing Economy operators
- Crowdfunding
- Review Sites
- Price Comparison Sites

VISION

Industry and law enforcement working in cooperation to prevent, detect and pursue crime enabled by Internet Intermediaries and maximise the redress available to victims.

REMIT

The Vision will be achieved by providing a forum for the sharing of knowledge, tools, skills and resources to enable a strategic and consistent approach to the provision of advice to, regulation of, and enforcement against Internet Intermediaries and their users.

Prepare

1. Facilitate a consistent application of law affecting Intermediaries by UK enforcement
2. Facilitate sharing of information amongst Internet Intermediaries and between Intermediaries and LEAs
3. Identify the Intermediaries and users causing the greatest harm to UK citizens

Prevent

4. Create barriers to reduce crime on Internet Intermediaries
5. Develop a cohesive, cross-agency approach to consumer and trader education appearing on Internet Intermediary sites
6. Where legislation is found not fit for purpose to make suitable representations



Pursue

7. Facilitate disruption activity with problem Internet Intermediaries
8. Improve enforcer capability to detect and investigate Internet Intermediary crime
9. Explore opportunities for cross-agency actions that have a wider impact in reducing Internet Intermediary crime
10. Ensure crime doesn't pay for offending Intermediaries and their users¹

Protect

11. Improve identification of victims
12. Harden consumers against Internet Intermediary enabled crime
13. Improve victim compensation²

MEETINGS

The group meets online bi-monthly to take forward workstreams that align with our priority objectives and to share best practice.

¹ Facilitate greater seizure of money via POCA and money laundering actions

² Includes areas of chargeback/section 75 joint liability, strategic interventions to improve payment providers fulfil duty to refund victims