

Effectiveness of Implementation of Investigation of Criminal Acts of Fraud Mode Love Scamming at the Bareleng Police Resort, Batam City

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Abstract. *This study aims to evaluate the effectiveness of the implementation of investigations into criminal acts of fraud with the mode of love scamming at the Bareleng Police Resort, Batam City. This study uses a juridical-empirical approach, combining primary data from interviews with law enforcement officers and secondary data from legal documents and related literature. The results of the study indicate that although regulations such as Article 378 of the Criminal Code and the Electronic Information and Transactions Law (UU ITE) provide a legal framework, investigations still face significant challenges. The main obstacles include limited access to digital evidence, low digital literacy of the community, and bureaucratic obstacles in inter-agency coordination. To improve the effectiveness of investigations, this study recommends strengthening digital forensic technology, updating regulations, and increasing international cooperation.*

Keywords: *Cybercrime; Investigation; Law; Scamming.*

1. Introduction

The development of information and communication technology brings great benefits to society, but also poses serious challenges in the form of increasing cybercrime. One of the most common cybercrime modes is love scam, meaning emotional relationship-based fraud conducted online. In doing love scam, the perpetrator manipulates the victim by building trust through intensive communication, often under a false identity to gain financial gain. This phenomenon not only causes material losses, but also has an impact on the emotional condition of the victim. Case love scam in Indonesia continues to experience an increase along with the high internet penetration and social media every year.

Fraud with the mode love scam has been regulated in Article 378 of the Criminal Code

(KUHP) and the Electronic Information and Transactions Law (UU ITE). However, the effectiveness of law enforcement in cases love scam still facing various obstacles, such as technological complexity, actors operating across countries, and low digital literacy in society. Batam City as a center of trade and technology is one of the areas with cases love scam which is quite significant.

Barelang Police Resort has attempted to handle these cases, but technical and regulatory obstacles often hamper the investigation process.

Previous research has discussed various aspects love scam, including the modus operandi and its impact on victims. However, there is still little research that focuses on the effectiveness of law enforcement at the local level. Therefore, this study aims to analyze the implementation of criminal investigations love scam at the Barelang Police Resort, Batam City, identifying obstacles faced and formulating recommendations to improve the effectiveness of investigations.

This research is expected to provide contributions both theoretically and practically. From a theoretical perspective, this research enriches the literature on criminal law and cybercrime. From a practical perspective, the findings of this study can be a basis for policy makers and law enforcement officers to improve case handling strategies. love scam in Indonesia. Thus, this research not only provides academic benefits but also concrete solutions for law enforcement efforts against this modern crime.

The aim of this research is to evaluate the implementation of criminal investigations. love scam at the Barelang Police Resort, Batam City, identifying obstacles faced, and formulating recommendations to improve the effectiveness of future investigations.

2. Research Methods

The research method uses a juridical-sociological approach to evaluate the implementation of criminal investigations. love scam at the Barelang Police Resort, Batam City. This research is descriptive analytical in nature with the aim of providing an in-depth description of the implementation of the investigation, obstacles faced, and recommendations for improvement. The data used in this study consist of primary and secondary data. Primary data was obtained through interviews with investigators at the Barelang Police Resort and analysis of official documents related to the case love scam.

Secondary data includes literature reviews, laws and regulations such as the Criminal Code and the ITE Law, and relevant academic documents. Data collection methods are carried out through document studies, interviews, and direct observation of the process.

investigation conducted by the Barelang Police Resort. Data analysis was conducted qualitatively using Lawrence Friedman's legal system approach to evaluate elements of legal structure, legal substance, and legal culture that influence the effectiveness of the investigation. The results of the analysis are presented in the

form of in-depth descriptions and recommendations aimed at strengthening the implementation of criminal investigations love scam in the future.

3. Results and Discussion

3.1. Implementation of Investigations into Criminal Acts of Fraud Mode Love Scamming

Criminal investigation love scam at the Bareleng Police Resort, Batam City, is carried out systematically through several interrelated stages. Each stage is designed to reveal the identity of the perpetrator, the crime pattern, and the trail of the flow of funds, which are the key to solving the case. love scam comprehensively.

Receiving a report from the victim is the initial step in the investigation process. Victims typically report financial losses they experience after entering into online relationships with perpetrators using fake identities. The modus operandi often used involves emotional manipulation, such as claiming to be a foreign soldier, a successful professional, or an individual with urgent needs that require them to ask the victim for financial assistance. This report includes details of online communications, evidence of fund transfers, and a chronology of events that formed the basis for the initial investigation.

Looking at the case love scam which occurred in Batam City, victims often reported that they were attracted by the perpetrator's promise that they would send gifts or luxury goods. The goods were then claimed to be held at customs, so the victim was asked to pay additional fees. Receiving this report not only provides initial information to investigators but also helps them understand the fraud patterns used by the perpetrators.

The next step is the collection of digital evidence which includes communications.

online via instant messaging applications, e-mail, and social media.¹³ Investigators collected screenshots, conversation recordings, electronic documents, and evidence of money transfers from the victim to the perpetrator's account.¹⁴ This evidence forms the basis for constructing a chronology of events and identifying the perpetrators.

Investigators use digital forensics software to recover data deleted by the perpetrators, such as encrypted messages or transaction histories.¹⁶ In some cases, the perpetrators use software such as virtual private network (VPN) to hide their location. Forensic technology allows investigators to trace the IP addresses used by perpetrators, as well as identify the devices connected to their accounts.

Forensic analysis plays a vital role in processing digital evidence. Investigators analyze metadata from victim and perpetrator communications to determine the location, time, and pattern of communications. This metadata provides important clues about the identity and location of the perpetrators, even if they use fake accounts or security software.

In the Batam case study, the perpetrators used pseudonyms and fake profile photos to create the illusion of professionalism and trustworthiness. Forensic

analysis revealed that the photos were taken from unauthorized internet sources, and the perpetrators' social media accounts were registered using false information. Investigators also analyzed the bank accounts used by the perpetrators to receive funds from victims, which were often registered in the names of third parties or using fake identities.

The stage of tracking the perpetrator is carried out after sufficient evidence has been collected. Investigators work

together with banking parties and digital platforms to access information about accounts and accounts used by the perpetrator. This tracking involves identifying financial transaction patterns, including interbank transfers and use of e-wallet or cryptocurrency.

Perpetrators often take advantage of international jurisdictions to avoid tracking. In this case, investigators work with foreign authorities through international cooperation mechanisms. For example, perpetrators who are abroad can be tracked through cooperation with INTERPOL or local authorities in the destination country. However, this cross-country coordination often takes time due to differences in regulations and legal procedures.

Investigators use Article 378 of the Criminal Code on fraud as a legal basis to charge perpetrators who use trickery to take money or valuables from victims.²⁴ The Electronic Information and Transactions Law (ITE Law) is also an important basis in handling the digital element in this case. Article 28 paragraph (1) of the ITE Law regulates the prohibition of the dissemination of false information that can harm other parties, while Article 45 provides sanctions for perpetrators who use technology to commit crimes.

One of the cases love scam which was successfully uncovered by the Bareleng Police Resort involved a perpetrator who used the pseudonym "Manfred." The perpetrator established an emotional relationship with the victim through social media and claimed to want to send a gift in the form of luxury goods. The victim was asked to transfer Rp574 million to pay for shipping and administration costs. After receiving the money, the perpetrator cut off communication with the victim.

Investigators managed to track the perpetrators through digital forensic analysis and worked with banks to trace the flow of funds. The perpetrators were finally arrested at different locations, and evidence in the form of communication devices, savings books, and fake ID cards were confiscated. Although the implementation of the investigation has shown significant results, several challenges are still faced. Limited technology at the local level makes it difficult for investigators to keep up with the technology used by the perpetrators. Existing regulations, such as the Banking Law, limit access to the perpetrators' account data without approval from the relevant authorities. In addition, the low digital literacy of the community causes many victims not to report their cases, making it difficult to identify crime patterns. Implementation of criminal investigations love scam in Bareleng Police Resort has

shown a structured effort in overcoming technology-based crimes. Although technical and regulatory challenges are still obstacles, a comprehensive approach through receiving reports, collecting evidence, forensic analysis, and tracking perpetrators provides a strong foundation for more effective law enforcement.

The integration of forensic technology and international cooperation is expected to increase the success of future investigations.

3.2. Obstacles to the Implementation of Investigations into Criminal Acts of Fraud Mode Love Scamming

Obstacles in criminal investigations love scam at the Barelang Police Resort, Batam City, includes technical, regulatory, social, and inter-agency coordination challenges that are interrelated. Technical obstacles are one of the main challenges. Perpetrators often use encryption software and virtual private network (VPN) to hide their identity and location, making it difficult for investigators to track them. This technology allows perpetrators to communicate anonymously and avoid detection, even by sophisticated digital forensics tools. At the local level, the limitations of digital forensics technology often slow down the process of collecting relevant digital evidence. Investigators do not always have access to adequate tools to analyze communications metadata or crack the encryption used by perpetrators.

Perpetrators also often take the time to erase communications or move funds to multiple accounts to cover their transactions.

Regulatory constraints are another significant factor that hampers the effectiveness of investigations. the banking secrecy regulation in the Banking Law requires investigators to obtain the approval of the Governor of Bank Indonesia before opening the perpetrator's account data. This process takes a long time, while the crime love scam of ten involve rapid and complex fund transfers. Account access requests often do not receive adequate responses, giving perpetrators ample time to cover their tracks or withdraw cash.

Meanwhile, although the Electronic Information and Transactions Law (UU ITE) provides a legal basis for prosecuting perpetrators who use digital technology, this regulation is not yet specific enough in regulating new modus operandi such as the use of crypto currency which is increasingly widespread.

Transactions crypto currency is anonymous and difficult to trace, creating a major challenge for investigators in proving the flow of funds used by the perpetrators.²⁸

Social barriers are also a major challenge in investigations love scam.

The low level of digital literacy in society means that many people do not understand the risks and early signs of online fraud.²⁹Victims often only realize that they have been targeted after experiencing significant financial losses. In many cases, perpetrators take advantage of the victim's ignorance to create a strong emotional connection, making the victim hesitate to report the crime.

Social stigma also worsens the situation, as many victims feel ashamed or afraid of

being considered unintelligent by their families or society. This attitude causes cases love scam of ten go unreported, reducing the data and evidence needed to analyze crime patterns more broadly. Low reporting also hampers investigators' efforts to identify perpetrator networks and prevent similar cases in the future.

Inter-agency coordination is another significant obstacle. Investigation love scam involving transnational actors requires international cooperation, but differences in regulations and legal procedures between countries often slow down the process. Indonesia has not ratified the Budapest Convention on Cybercrime, which is designed to facilitate international cooperation in addressing cybercrime.³⁰The absence of an international legal framework makes it difficult for investigators to seek help from foreign authorities to track down perpetrators operating abroad. Coordination at the local level is also often hampered. Investigators must navigate lengthy bureaucratic red tape to obtain critical data from banks, digital platforms, or other relevant institutions. The lack of effective coordination between police, banking institutions, and technology regulators slows down investigations and gives perpetrators the advantage of covering their tracks.

These obstacles have a major impact on the effectiveness of investigations. Investigations become slower, while perpetrators continue to exploit loopholes to escape or cover their tracks. In some cases, victims lose faith in the legal system because of the slow handling of their cases. The inability to handle cases quickly also creates the perception that crimes love scam difficult to resolve, which may reduce the level of reporting in the future. Limited technology, less specific regulations, low digital literacy in the community, and suboptimal coordination are challenges that interact with each other and complicate case resolution.

Strategies to overcome these obstacles require a more comprehensive and integrated approach. Strengthening the capacity of digital forensic technology is a top priority.

Investigators need to be equipped with sophisticated tools to track the activities of perpetrators in the digital world, including analyzing transactions. Crypto currency and cracking data encryption. Intensive training on the use of this technology should be part of efforts to improve human resources in the police. Regulatory updates are also very important to address existing legal loopholes. More stringent regulations specifics regarding use crypto currency, cross-border transaction monitoring, and digital data protection need to be designed to be more relevant to developments in cybercrime.

Community digital literacy must also be improved through integrated educational campaigns.³¹This education should include how to recognize the signs of online fraud and the importance of reporting cases to authorities. The program can involve various parties, including government, educational institutions, and the media. Increased public awareness of the risks love scam It is expected to reduce the number of victims and strengthen support for investigation efforts.

International cooperation must also be improved. Indonesia needs to take steps to

ratify the Budapest Convention and expand its network of cooperation with foreign authorities in handling cases love scam. Closer coordination with global digital platforms such as WhatsApp, Facebook, and international banks can help speed up the investigation and evidence collection process.

Inter-agency coordination at the local level also needs reform. More efficient procedures should be designed to expedite data exchange between police, banking institutions, and technology regulators. The establishment of a cross-sector task force focused on cybercrime could be a first step to improving the effectiveness of coordination. Transparency in case handling is also important to build public trust in the legal system. Investigators should provide victims with clear and accurate information about the progress of their cases, so that victims feel supported and confident that their cases are being taken seriously.

Obstacles in investigation love scam reflects the enormous challenges in dealing with modern technology-based crime. A more innovative, collaborative and prevention-focused approach will help overcome these obstacles. With the right strategy, technical, regulatory, social and coordination barriers can be overcome to improve the effectiveness of investigations and provide better protection for the community. This effort will not only bring justice to victims but also prevent similar crimes in the future.

3.3. Effectiveness of Investigation of Criminal Acts of Fraud Mode Love Scamming in the Future

Effectiveness of the implementation of criminal investigations love scam in the future will depend heavily on the ability of the legal system to adapt to technological developments and the dynamics of the perpetrators' modus operandi. These criminals use increasingly sophisticated technological devices to hide their identities and digital footprints. Investigators need access to more modern digital forensic analysis tools to track the perpetrators' activities in cyberspace. These tools include the ability to analyze communication metadata, track transactions crypto currency, and crack complex data encryption. This technology allows investigators to identify crime patterns more quickly and accurate, thus speeding up the case disclosure process.

Regulatory updates are an important element in supporting the effectiveness of investigations. Current regulations, such as Article 378 of the Criminal Code and the ITE Law, are often not specific enough to handle the complexity of cybercrimes such as love scam. New regulations are needed to govern the use of cryptocurrency which is often used by perpetrators to receive money from victims. Transactions cryptocurrency anonymous and difficult to track, requiring regulations that allow law enforcement to access relevant information more efficiently. Regulations should also include obligations for digital platforms to more stringently verify user identities, to prevent the misuse of fake accounts by criminals.

Digital literacy of the community has a big role in increasing the effectiveness of investigations. Many victims love scam not realizing that they have been targeted

by fraud until they experience significant losses. Public education about the dangers of online crime must be increased through integrated digital literacy campaigns. These campaigns can include training on how to recognize signs of online fraud, maintain digital privacy, and report crimes to authorities. These efforts not only protect the public from potential victimization but also increase their participation in supporting law enforcement. A legally aware public is more likely to report cases, making it easier for investigators to identify the perpetrators' networks.

International cooperation is a crucial aspect in dealing with crime love scam which often involves transnational perpetrators. Indonesia needs to strengthen its participation in international forums such as the Budapest Convention on Cybercrime. This convention provides a framework for cooperation between countries in tracking perpetrators and exchanging information related to online crimes. In the case of love scam, this collaboration allows investigators to access data from foreign authorities, including international transaction data and the perpetrators' digital activities. This is especially important given that perpetrators often operate from a different country than the victim's location, creating jurisdictional challenges.

Improving human resource capacity in the police is a priority in supporting the effectiveness of investigations.³⁵ Investigators need intensive training on the use of digital forensic technologies, big data analysis (big data analysis), and techniques tracking complex financial transactions. This training should include an understanding of how cryptocurrency, identification of transnational crime patterns, and strategies to overcome existing regulatory barriers. With adequate skills, investigators can optimize available technological tools to uncover the perpetrators' networks more effectively.

Strengthening inter-agency coordination is also an important factor in increasing the effectiveness of investigations. Investigations love scam involving various parties, including the police, banks, the Financial Transaction Reports and Analysis Center (PPATK), and digital platforms. Closer coordination between these institutions can speed up the process of data collection and evidence analysis. The formation of a cross-sector working team that focuses on cybercrime can be a first step to increase synergy between agencies. More efficient standard procedures for data exchange should also be designed so as not to hinder investigations.

Transparency in handling cases is an important element in building public trust in the legal system. Many victims love scam losing trust in the ability of law enforcement due to the slow investigation process. Investigators need to provide clear and accurate information to victims about the progress of their cases. This transparency not only increases victims' trust but also encourages the public to be more active in reporting similar cases. Public trust in the legal system is a key element in creating an environment that supports law enforcement.

The use of advanced technology for big data analysis can provide a strategic

advantage in investigations. This technology allows investigators to identify crime patterns based on financial transaction data, online communications, and the perpetrator's digital activities. Big data analysis also helps in mapping the perpetrator's network more widely, allowing investigators to identify previously undetected network members. With a data-driven approach, investigations can be carried out more proactively and efficiently.

Increased legal sanctions against perpetrators love scam can provide a greater deterrent effect. Heavier penalties, including restitution to victims, can be a step to reduce the number of these crimes. Regulations that support the confiscation of perpetrators' assets can also provide a better sense of justice for victims. Strict sanctions show that the legal system has the ability to protect society and prosecute perpetrators effectively.

A progressive approach to handling love scam can create a legal system that is more adaptive and responsive to the needs of society. This approach places victims at the center of the investigation process, ensuring that they receive adequate legal and psychological support. This approach also encourages the use of advanced technology to overcome technical barriers often encountered in investigations. By prioritizing substantive justice, the progressive approach ensures that the law not only punishes perpetrators but also protect and restore victims.

Regulatory reform that includes aspects of prevention and law enforcement is a strategic step to deal with crime love scam. More proactive regulations, such as rules on identity verification on digital platforms and monitoring of financial transactions, can help prevent these crimes in the first place. These regulations should be designed to provide better protection for the public while making it easier for investigators to uncover cases. The government needs to ensure that these regulations are implemented consistently by all parties involved.

Increasing cooperation with the private sector, including digital platforms and financial institutions, is an important step in supporting the effectiveness of investigations. Digital platforms are often the primary tool used by perpetrators to reach victims. Cooperation with these platforms allows investigators to access perpetrators' communication data, such as IP addresses and conversation metadata. Financial institutions also play an important role in tracking the flow of funds used by perpetrators. Regulations that require this cooperation can speed up the investigation process and increase the accuracy of the results.

Educate the public about the dangers love scam must be an integral part of a prevention strategy. Educational programs involving government, educational institutions, and the media can raise public awareness of the risks of online crime. This education should include how to recognize signs of fraud, maintain digital privacy, and report crimes to authorities. With a more legally aware public, the potential for victims love scam can be minimized significantly.

The development of a national data center on cybercrime could provide major benefits in investigations love scam. This database can be used to store and analyze

information about perpetrators, crime patterns, and the modus operandi used. This data allows investigators to recognize new trends in crime. love scam and develop more effective strategies to deal with it. This data center can also be used to improve inter-agency coordination in handling cybercrime.

The implementation of these strategies requires support from all parties, including the government, law enforcement, the private sector, and the community. A collaborative and integrative approach will help overcome existing obstacles and improve the effectiveness of investigations. With a more responsive legal system, crime love scam can be handled more effectively, thus providing better protection for the community.

4. Conclusion

Criminal investigation love scam at the Bareleng Police Resort, Batam City, this is done through stages that include receiving reports, collecting evidence digital, forensic analysis, and tracking perpetrators, although still facing technical, regulatory, social, and inter-agency coordination obstacles. The biggest obstacles include limited forensic technology, banking secrecy, low digital literacy of the community, and cross-country jurisdiction challenges. The effectiveness of future investigations can be improved through strengthening technology, updating regulations, increasing international cooperation, and educating the public to prevent similar crimes. A progressive approach that emphasizes substantive justice, victim protection, and the use of advanced technology is key to creating a legal system that is responsive to the development of modern crime.

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