



MyChargeBack Monthly Newsletter

July 2020



**We're continuing
to grow!**

MyChargeBack is proud to announce this month the opening of its representative office in South Africa.

MyChargeBack South Africa is located in Sandton, near Johannesburg. The office is headed by Dawn Minnaar, who has been appointed Country Manager. Dawn has over a quarter-century of experience in the field of credit card dispute resolution. She is one of Africa's leading experts in Visa and Mastercard chargeback rules and regulations, and has wide experience in fraud investigation and identification and bank back office processes



Dawn comes to MyChargeBack from the Absa Group, where she has held a series of senior chargeback-related positions. She was also a principal member of the Chargebacks Sub-Committee that met monthly at the Payments Association of South Africa (PASA) to discuss, with all the country's leading banks, topics pertaining to domestic and international chargebacks and disputes.

The announcement of the opening of MyChargeBack's South Africa office was widely covered in the local press (click [here](#) to see an example). Our Director of Recovery Services, Eli Waldman, was also interviewed as a result by several nationwide news outlets to offer his expert analysis of coronavirus-related chargebacks.

MyChargeBack's Upcoming Webinar



You are cordially invited to tune in to MyChargeBack's upcoming online webinar, "**Chargebacks in the Post COVID-19 World.**" It will be transmitted live on Tuesday, August 25 at 9:00 AM London/10:00 AM Central Europe/12:00 noon Dubai/4:00 PM Singapore/6:00 PM Sydney time and will be led by Eli Waldman, Director of Recovery Services. The maximum number of participants is limited at 100 and registration in advance is required.

The webinar will be re-broadcast for North America at 12:00 noon Eastern/9:00 Pacific time. Sign up for that re-broadcast

Scams of the Month

[We know you're addicted to Netflix during COVID, but don't fall for the fake email scam](#)

"That email you received, asking you to update your billing information, is bogus. The subject line is designed to make you panic, like 'Account on hold—"

invoice confirmation' or 'Update subscriptions payment—we have terminated your account premium membership,' and the body of the email includes the chunky, red Netflix lettering. A similar warning might be sent via text.”

Read more [here](#).

[American woman caught in a romance scam after being held by lover for more than a year](#)

“The woman was eventually rescued after police received a tip-off about the case from another Nigerian. The police said the arrest came after a similar case where they rescued a 40-year-old Filipino woman held captive by her lover whom she also met on Facebook. He had kept her for six months and prevented her from returning to the Philippines, according to the police.”

Read more [here](#).

[6 UC Riverside students victims of China ‘bail’ scam](#)

“Six UC Riverside students have been victimized by a nationwide scam that tricked them into sending at least \$10,000 each to a phony Chinese government official who claimed that the student needed to pay bail while under investigation in China.”

Read more [here](#).

[How Billion-Dollar Crypto Scams Lure Victims](#)

"The use of prominent figures is indeed a growing tactic used by other scammers to woo new investors. The recent Twitter donation scam used a tactic known as trust trading to steal funds from unsuspecting individuals."

Read more [here](#)



MyChargeBack's Tip of the Month

What Do Banks Call Chargebacks?

Make sure you know what term your bank uses so you can pursue yours!

The credit card companies themselves call them "[chargebacks](#)." Their relevant rules and regulations are collectively known as "chargeback guidelines." Your bank is empowered by the credit card companies to issue you their credit cards (and debit cards) but may not call them that. So, we checked the websites of selected financial institutions on five continents.

Read more [here](#).



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