



MyChargeBack Monthly Newsletter

October 2020

What's New at MyChargeBack?

MyChargeBack in the News



MyChargeBack Vice President of Global Operations, Michael B. Cohen, was quoted twice this month by **PMNTS.com**, the payment industry's leading news site by traffic and the premier source of information about "What's Next" in payments and commerce.

On [October 8](#), PYMNTS.com quoted Michael as the subject matter expert to confirm that scammers are increasingly trying to dupe victims into paying with cryptocurrency instead of credit cards

because it's harder to undo a crypto transfer. "When it comes to crypto, consumers may have a chance of recovering funds only in the case of unauthorized transactions," he advised. And [the next day](#), PYMTS.com quoted three authorities – U.S. Attorney General William Barr, FBI Director Christopher Wray and Cohen – regarding the challenges posed by crypto transactions.



The three leading cryptocurrency subject matter experts: The U.S. Department of Justice, the FBI and MyChargeBack.

New on Our Website

Did you miss our premier webinar on **Chargebacks in the Post-COVID-19 World** with Eli Waldman, our Director of Recovery Services? If so, you can now view a recording [here](#) on our website. In addition, we've added a **Glossary of Terms** page [here](#) to make it easier to understand the language that bankers and credit card networks speak.

COVID Scams of the Month

COVID-19: Fraud

"Websites with fake news about COVID-19 or posing as charities are easily shared on social media. But these bogus websites can do more than just spread misinformation. By asking you to create an account or log in, they gain access to your personal information and can even infect your device with malware ... There are currently several maps circulating online claiming to display live

information on the spread of COVID-19. Some of them can be accessed in browsers and some come as downloadable apps. Be wary of both and always check official sources ... Investors need to be wary of COVID-19-related investment scams, such as promotions that falsely claim products or services of publicly traded companies can prevent, detect or cure coronavirus ... Criminals also use COVID-19 to recruit money mules. They create fake healthcare organisations and NGOs to lure online workers through fake job advertisements. New recruits are requested to process 'donations' to fight coronavirus, pay the money into their bank accounts, and send it on, keeping a commission for themselves."

Read more [here](#).

COVID-19 Operating in the 'new normal' – A backdoor to increased fraud risk?

"It is not hard to see why the crisis might provide fertile ground for fraud. The combination of financial and health threats makes people more vulnerable and creates opportunities for fraudsters. In some countries it has already been reported that criminal gangs have started to target deserted commercial premises to steal goods and stock. How long will it be before some employees are guilty of misconduct?"

Read more [here](#).

Social Media Scamming Attempts Skyrocket During Pandemic

"More people are reporting losing money to scams that started on places like Facebook, Instagram, LinkedIn, Snapchat, TikTok and Twitter, according to a new report by the Federal Trade Commission. Such complaints more than tripled in the past year, with a sharp increase in the second quarter of 2020, according to FTC data. Hot scams often involve online shopping, romance scams, and supposed economic relief or income opportunities."

Read more [here](#).

BBB Study: Vehicle Shipper and Escrow Scams Growing

“Social distancing guidelines during the COVID-19 pandemic have fueled an unprecedented shift to online shopping for consumer goods of all kinds, including vehicles, with particularly high demand for recreational vehicles (RVs). Many online platforms list cars, trucks, vans, and RVs for very low prices, with sellers offering to make third-party delivery arrangements if the buyer pays via escrow. In reality, neither the automobile nor the escrow company exists -- leaving the buyer without their money or their vehicle.”

Read more [here](#).

[How FX Scammers Took Advantage of the COVID-19 Crisis](#)

“While the COVID-19 pandemic caused world-wide panic. Fraudsters were busy engineering scams that sound enticing during a pandemic. For instance, during the initial lockdown, just around the time the stimulus check was announced, there was a lot of speculation on investment ideas. Many people lost money on stocks by making bad choices in fear of the stock market collapse. However, the real losses were reported from people who fell victim to fake traders offering them high returns.”

Read more [here](#).



MyChargeBack's Tip of the Month



Contact Tracing and Credit Card Fraud

Contact tracing has ramped up significantly with a number of mobile apps and manual programs in lieu of the current COVID-19 pandemic. The objective is to identify and advise those who have come into proximity with coronavirus-infected individuals. In order for this to run effectively, officials need to make numerous calls and send many text alerts to potentially affected citizens.

As a result, warnings across the United States are alerting individuals of a new phishing scam. Scammers are presenting themselves as COVID-19 contact tracers leading to credit card fraud and identity theft.

Read more [here](#).