



# Public Service Announcement

FEDERAL BUREAU OF INVESTIGATION



**October 07, 2014**

Alert Number  
**I-100714-PSA**

## **FRAUDULENT WEBSITES POSING AS GREEN DOT MONEYPAK CUSTOMER SUPPORT**

The FBI Internet Crime Complaint Center (IC3) has received numerous complaints reporting fraudulent websites posing as MoneyPak customer support. MoneyPak is a non-reloadable, prepaid product offered by Green Dot.

Complaints indicate victims locate the websites via internet search engines. Interaction between the victims and the fraudulent customer support generally occurs via telephone. The IC3 has noticed different variations of this scam.

1. The victim is seeking a refund from an already purchased MoneyPak card and contacts the information listed on the website. A customer service "representative" will ask the caller to provide the identification number of the prepaid card.
  - o Example – The victim loaded funds onto a MoneyPak card and now wishes to receive a refund of those funds off of the prepaid card. The representative will ask for the prepaid card number and a credit card or checking account number to which the refund can be processed. At this point, the scammer has access to the funds on the prepaid card and the victim's personal account.
2. Victim seeks support in connection with loss from other possible scams. The representative will instruct the caller to re-load the card with additional funds equal to the previously lost amount.
  - o Example – The victim lost \$500 from their MoneyPak card to a separate scam and is seeking a refund to the card. The representative will instruct the victim to load an additional \$500 to the card. The representative states "re-loading is the only way to process the refund", and the card will be refunded the full \$1,000. Should the victim refuse to re-load the card, the representative will promptly disconnect the call.

In most complaints, victims are given a tracking or confirmation number in connection with their call and report to be placed "on hold" for a length of time while the representative claims to be researching the problem regarding the card in question. In all complaints, any funds available on the card are drained while the victim is on hold or immediately after the call is disconnected.

### **CONSUMER PROTECTION**

Consumers should only use the website and phone number listed on the back of the MoneyPak prepaid cards. MoneyPak customer support can only be accessed by email request via the website's online portal. The phone number listed on the back of MoneyPak cards is for adding funds to an existing prepaid card. Green Dot customer service publicizes a customer service number; however, this number will not provide assistance with MoneyPak.

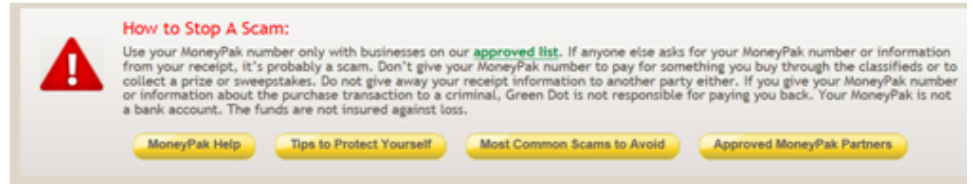
Currently identified fraudulent websites are not secured websites (http). The MoneyPak customer support website is a secured website (https) and does not require personal (date of birth, social security number) to reload a card, add money to PayPal or make payments to authorized partners. Prepaid card information is needed to reload a prepaid card on the valid MoneyPak website. Visit <https://www.moneypak.com/> for more information.

## FILING A COMPLAINT

Individuals who believe they be a victim of a “MoneyPak Support” scam can file with the IC3 at <http://www.ic3.gov>. Please be as descriptive as possible, including prepaid card/account numbers affected and contact information of support “representatives”.

Because scams and fraudulent websites appear very quickly, individuals are encouraged to report possible internet scams and fraudulent websites by filing a complaint with the IC3 at <http://www.ic3.gov>.

## ADDITIONAL INFORMATION FROM MONEYPAK.<sup>1</sup>



**How to Stop A Scam:**  
Use your MoneyPak number only with businesses on our [approved list](#). If anyone else asks for your MoneyPak number or information from your receipt, it's probably a scam. Don't give your MoneyPak number to pay for something you buy through the classifieds or to collect a prize or sweepstakes. Do not give away your receipt information to another party either. If you give your MoneyPak number or information about the purchase transaction to a criminal, Green Dot is not responsible for paying you back. Your MoneyPak is not a bank account. The funds are not insured against loss.

MoneyPak Help   Tips to Protect Yourself   Most Common Scams to Avoid   Approved MoneyPak Partners

## TIPS ON HOW TO PROTECT YOURSELF FROM FRAUD:<sup>2</sup>

1. Never give your MoneyPak number to someone you don't know.
2. Never give receipt information about your MoneyPak purchase to another party.
3. Use your MoneyPak only to reload your prepaid cards or accounts you control.
4. Refuse any offer that asks you to buy a MoneyPak and share the number or receipt information by email or phone.
5. To use your MoneyPak with PayPal or eBay or other online merchants, transfer the money to your PayPal account before you pay the merchant. Don't email your MoneyPak number directly to any merchant.
6. Unless it's an approved MoneyPak partner, don't use MoneyPak for any offer that requires you to pay before you get the item.

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1. <https://www.moneypak.com/>

2. <https://www.moneypak.com/ProtectYourMoney.aspx/>