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A fraud complaint about a site on your account: what happens next and what to send us

Security

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A fraud complaint about a site on your account: what happens next and what to send us

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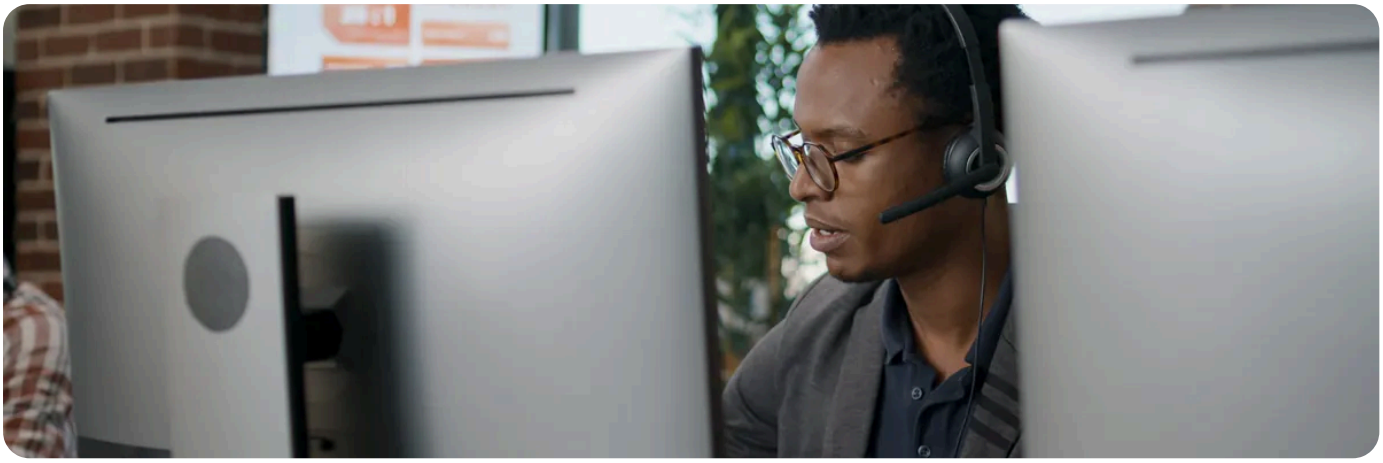

The short answer: a fraud complaint says a site on your account deceives people: a fake cryptocurrency investment promising profits, a shop that takes payment and never delivers, a site pretending to be another company. It may come from a victim, from the company being imitated, from a national incident response team (CERT) or from our network provider. **We are required to act:** we cannot keep a site that deceives people on our network. We forward the complaint to you as a support ticket in My Interweb, with a short deadline, often a single day, and ask for your explanation. If you want to report a site instead, that is a different path: **reporting abuse**.

Your situation, and what to do

The situation	What to do
You do not know the site, or did not put it there	Someone got into the account and installed it. Treat it as a break-in: **phishing pages found on your site** and **cleaning up a compromised site**.
The site belongs to a customer of yours, or to someone you gave access to	Forward the complaint to them and reply to us with what they say. The account is yours, and so is the responsibility towards us.
The site is yours and it is legitimate	Send us the documents in the list below, within the deadline.
The site promises guaranteed returns, only takes cryptocurrency payments, or uses another company's name without permission	Take it down. Documents will not fix this.

What to send us, if the site is legitimate

1. **Who is behind it:** the company's legal name, its business or tax registration number, the address and a contact who answers.
2. **The licence for what you sell, where the law requires one:** for example, for investments, currency exchange or payments, the authorisation from the financial regulator of the country you operate in.
3. **Proof that the name and trademarks are yours,** or that you are allowed to use them, if the complaint says the site imitates another company.
4. **For a shop, proof of real sales:** invoices, shipping records, the returns policy and the published terms (**legal pages for any website**).
5. **Your answer to the specific complaint:** what the complainant says happened and what actually happened (the order, the payment, the refund).
6. **What you changed on the site:** legal name, address and contacts on show, and promises you cannot keep taken out.

Do not let the deadline pass without a reply.
With no reply, or with clear signs of fraud, the site or the service is suspended (**a service suspended for another reason**); on a VPS or dedicated server, the server is switched off, without deleting any data, and our network provider may block the IP. We do not decide whether a crime took place, that is for the authorities: we decide whether the site can stay on our network.

A legitimate site avoids complaints by showing who is behind it:
Legal name, address, contacts, terms and returns policy in plain sight. Shops and financial services without these look like fraud even when they are not.

NEED A HAND?

Got a fraud complaint about one of your sites? Reply in the same support ticket with your explanation and the documents.

Open a support ticket →

SEE ALSO

- An abuse notice about your server: what it means, the deadline and what we need from you
- Phishing pages found on your site or server: remove them, find the way in and avoid a block
- A service suspended for a reason other than payment: what it means and what happens next
- Legal pages for any website: privacy, terms and cookies, and which ones you need
- Reporting abuse: how to do it and what happens next
- How to recognise a phishing e-mail or message, and what to do if you clicked

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Interweb Angola

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