



**THREAT ANALYSIS**

# eCommerce Fraud on the Rise

How Scam Merchants are Affecting Financial Institutions,  
Retailers and Brand Trust



**September 2023**

**RESEARCH**



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## DISCLAIMER:

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# Executive Summary

***Financial institutions and retail businesses face increasing fiscal and reputational harm from scamming networks operating fraudulent online stores. Organized criminals' use of template sites to quickly create thousands of fake stores enables them to attract victims of all interests effectively. Victims' attempts for reparation may ultimately rely on financial institutions' efforts or reimbursement, resulting in financial losses or damage to their reputations if victims are unsatisfied with their support.***

Nisos researchers identified a China-associated scam network operating likely thousands of fraudulent online stores that pose as major brands and do not provide the purchased merchandise. These sites attract victims by offering highly discounted products and formatting their pages to include logos and images from the brand's official web pages. While most victims did not receive any products, some received cheap goods in place of large electronics or other expensive items. By not receiving the correct products, most victims were not eligible for the fraudulent online stores' return policies, and the sites' regularly changing contact information negated attempts at reimbursement.




The websites involved in this scam network utilized multiple identical Chinese-language template sites designed to build online stores quickly. In addition to products and images used to pose as a legitimate representative of popular brands, the contact information for these pages included a rotating list of email addresses. Site contact information, products, and branding were regularly updated, possibly in an attempt to confuse or deter investigative action, particularly if the website no longer appeared similar to when the victim first made their purchase.

## Cost to Financial Institutions

Victims of this scam are often left with financial institutions as their only chance to regain their money, putting pressure on banks to take a loss to keep their clients happy. The inability of a financial institution to refund the customer — for whatever reason — could ultimately impact its customers' trust and negatively affect its reputation. Similarly, victims' frustration in this situation could be directed towards the big brand stores from which they believed they were purchasing merchandise. Some may hold these brands ultimately responsible for their losses for allowing these types of imposters to prey on shoppers, particularly if they are unaware of the prevalence of these scams.

This scam also costs financial institutions valuable time and resources, as victims are often left with no other avenue than to contact their bank and attempt to stop or refund the payment. These scams frustrate direct interactions with the fraudulent sites through non-responses, constantly changing email addresses and debilitating refund/return policies. The ultimate lack of satisfactory resolution for the victim and the steps required to protect their financial information following these purchases could cause frustration with and reputational damage towards the banking institution by the customer.



<b>Fraudulent website :</b> <a href="https://www.dejcubauonline.shop">www.dejcubauonline.shop</a> <a href="mailto:support@mebstored.com">support@mebstored.com</a>	
<b>SUSPECTED SCAM!</b>	
 	
 <a href="#">Follow this report</a>	
<b>Date</b>	04/10/2023
<b>Fraudulent email</b>	support@mebstored.com
<b>Pseudonym</b>	Dejcuba
<b>Url / Website</b>	<a href="https://www.dejcubauonline.shop">https://www.dejcubauonline.shop</a>
<b>Scam contents</b>	This website looks authentic and has all Dejcuba products. Very convincing, do not use! Gives discount at payment stage.
<b>Comment / Review</b>	As soon as I processed my order I realised it was a scam. I called my bank (one of the big 4) who told me they couldn't stop my payment despite it being in pending stage and to contact the company for confirmation, which I obviously can't as its a scam. I've had to cancel my bank card and put my accounts on hold during Easter weekend!

**Graphic 1: Example of victim having to work through their financial institution following a scam.<sup>1</sup>**

### Recommendations for Financial Institutions

Nisos recommends financial institution investigators look for specific indicators of fraudulent companies when researching fraud perpetrated against customers, which include the following steps:

1. Collect any contact information available on the website associated with the company (i.e., its company name, phone number, email address, physical address, and return address).
2. Search online for these pieces of information — with and without quotes around the search terms — in order to identify similar websites and patterns.
3. If product prices listed on these sites seem too good to be true, they probably are. This could suggest that actual merchandise is not sold on these sites. A comparison of these products with other online sellers can create a strong baseline for reasonable retail pricing.
4. Verify if the addresses listed for the companies are physical locations or virtual mailboxes through basic online searches and using tools such as Google Maps.
5. Consider interacting with the website’s support phone number. Scam sites will often rely on what customer service representatives refer to as “third-party customer service centers” and will be unwilling to provide any identifying information about the questionable website or the call center itself. Sometimes, these numbers are randomly selected and belong to unassociated individuals.

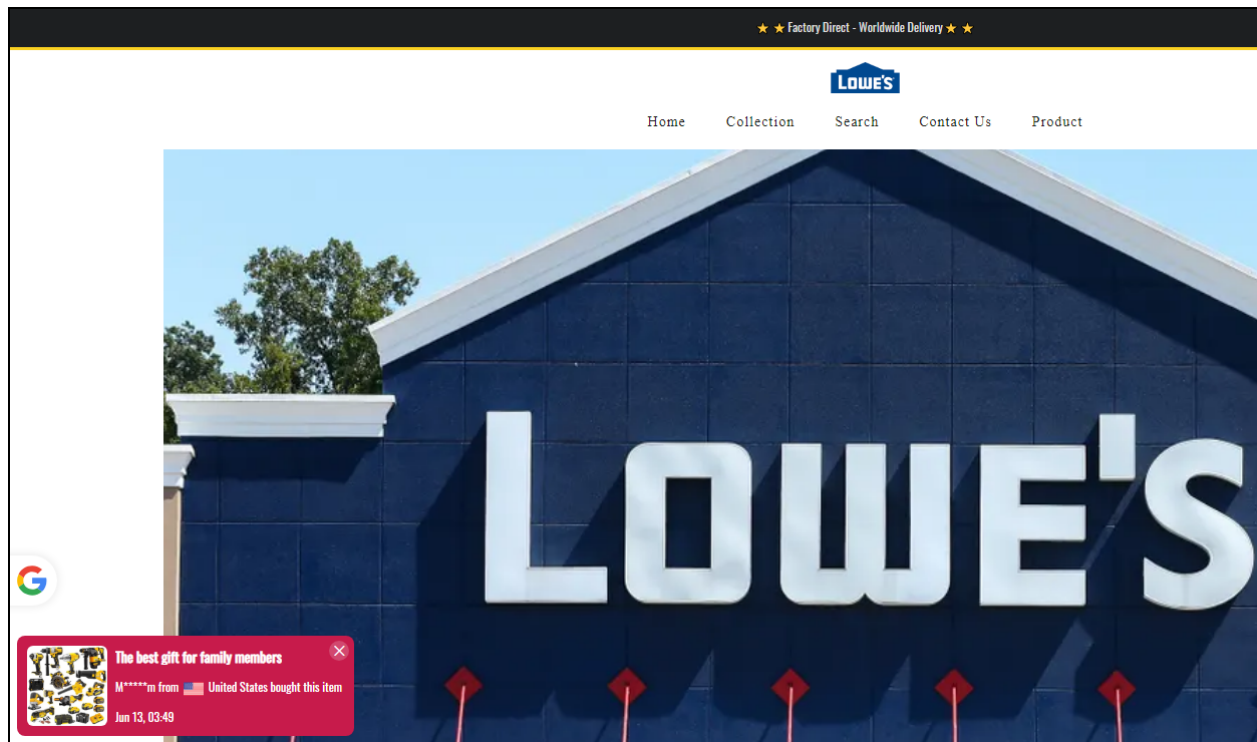
<sup>1</sup>[https://www.scamwatcher\[.\]com/scam/view/631676](https://www.scamwatcher[.]com/scam/view/631676)



- Review the documentation or emails provided by the suspected fraudulent merchant to the financial institutions for inconsistencies with the alleged charges, including alternative company names appearing on the charges.

## Cost to Retailers

According to the FBI, brand impersonation costs U.S. businesses over \$2 billion annually, with every \$1 of fraud costing victim merchants \$3.85.<sup>2</sup> Consumer victims may ultimately hold the impersonated retail brands responsible for the losses they experience. Big retail brands could be blamed for allowing these imposters to prey on consumers through alleged inaction or lack of remediation.



**Graphic 2: Example of site brandnewsell[.]com associated with template site cdn.staticsoe[.]com impersonating Lowe's, as of 13 June 2023.<sup>3</sup>**

## Recommendations for Retailers

Nisos recommends retail investigators look for specific indicators to stay ahead of fraud:

- Monitor registrars and DNS providers for newly registered domains that could create confusion with the brand.
- When fraudulent sites are discovered, identify ISPs, web hosting providers, DNS providers, registrars, registrants, and owners of any hijacked web properties that can assist with a takedown.

<sup>2</sup>[https://www.outseer\[.\]com/wp-content/uploads/2021/06/Outseer-top-5-brand-impersonation-attacks.pdf](https://www.outseer[.]com/wp-content/uploads/2021/06/Outseer-top-5-brand-impersonation-attacks.pdf)

<sup>3</sup>[https://brandnewsell\[.\]com/](https://brandnewsell[.]com/)



3. Work with local Law Enforcement or the relevant CERT to inform them of any crime and facilitate any legal action.
4. Monitor for fraudulent mobile apps that appear as well-respected brands, Criminals use such tools as a trojan horse to give them root-level access to steal data stored on devices.
5. Monitor social media and the dark web for company mentions. Fraudsters will use the dark corners of the web to sell stolen credentials and payment card data, launder stolen merchandise, and monetize their crime.
6. Monitor for criminals impersonating your employees. Fake profiles for executives, partners, or suppliers can be signs of a larger scheme.

## Cost to Consumers

Fraud networks, like the one outlined in this report, are just part of a growing criminal ecosystem that cost Americans nearly \$8.8 Billion in 2022.<sup>4</sup> Victims lose significant finances to fraudulent online stores by purchasing undelivered products and the often high cost of shipping attached to the sale. Many of these sites contain caveats that products cannot be refunded unless the product — which most of the time they never receive — is returned and additional shipping paid. Those who receive a cheap item in place of the ordered merchandise are not able to return that in place of what they should have received.

### Recommendations for Consumers

Consumers must be vigilant and discerning to avoid becoming victims of fake eCommerce sites. According to ACAMS, here are some indicators consumers can use to identify fraudulent eCommerce sites:<sup>5</sup>

1. Different sellers using the same photos or posting photos of merchandise with the same background.
2. Sellers using stock retail photos.
3. The item price is significantly less than the price of other sellers on the marketplace or below manufacturers' cost.
4. Advertisements include language such as: “like new;” “new in box” or “NIB;” “new with tags” or “NWT;” “unopened;” “taking orders [for product];” “DM for orders or size;” and “factory sealed.”
5. The company’s website is not functioning or lacks accurate or updated information.
6. The company’s address is associated with land with no building, a warehouse with no sign, or a building without the company’s name/storefront.

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<sup>4</sup>[https://authenticid\[.\]com/digital-assets/ebooks/2023-State-of-Identity-Fraud-Report/](https://authenticid[.]com/digital-assets/ebooks/2023-State-of-Identity-Fraud-Report/)

<sup>5</sup>[https://www.acams\[.\]org/en/media/document/29436](https://www.acams[.]org/en/media/document/29436)



7. The company's website does not allow direct purchases, indicating consumers must first contact the retailer.
8. Website URLs or usernames contain variations such as: "Pawn;" "Flea Market;" "below sale;" "wholesale;" or "wholesale OTC."



# Identification

Our research into this network demonstrates how the average shopper could easily fall victim to this scam. In March 2023, a Nisos analyst researched playground equipment to purchase for their children. After identifying a specific model they wanted to purchase, the analyst noticed the equipment posted for a similar price on multiple big brand sites. However, one site, vokyn[.]com, listed the same equipment for less than half the price.

The analyst identified the contact information for vokyn[.]com present on dozens of other similarly structured sites, many of which claimed to represent big brands. The analyst ultimately decided against any purchases from these sites. However, these sites are effective at attracting victims, judging from the number of associated scam complaints.

## Analyst Note

Hundreds of additional sites exist that claim similar email addresses, physical addresses, phone numbers, or use the same techniques and templates as those provided in this overview. We focused our examples below to sites associated with a content delivery network (CDN) connecting to specific similar template sites to limit the scope and concisely present patterns.

## Scamming Methodology

This particular scamming network used the following methods to establish associated fraudulent online stores. Other scamming networks beyond the scope of this report likely adopt these practices in whole or in part.

1. **Creating Fake Digital Stores:** The overseeing network establishes multiple fraudulent online stores that are quickly built using pre-established template sites. These sites pose as known brands and regularly contain contact information associated with actual brand locations.
2. **Attracting Customers:** The fraudulent online stores claim to offer significant discounts on official brand merchandise. Product images are stolen from official brand websites or independent merchants.
3. **Failing to Send Merchandise:** Victims of the scam often do not receive any products from the site. Those that do receive a product are sent cheap merchandise such as socks, hats, scarfs, or wallets. Company names not associated with the site or the advertised brand appear on the victim's credit card statement.
4. **Contact with Site Representatives:** Victims' attempts to obtain a refund or return the incorrect merchandise to the site are hindered by complicated policies, high shipping costs, and unresponsive contact emails.
5. **Rotating Contact Information and Site Content:** The sites regularly rotate or remove email addresses listed on their home and contact pages. Sites are sometimes repurposed to represent alternative brands.

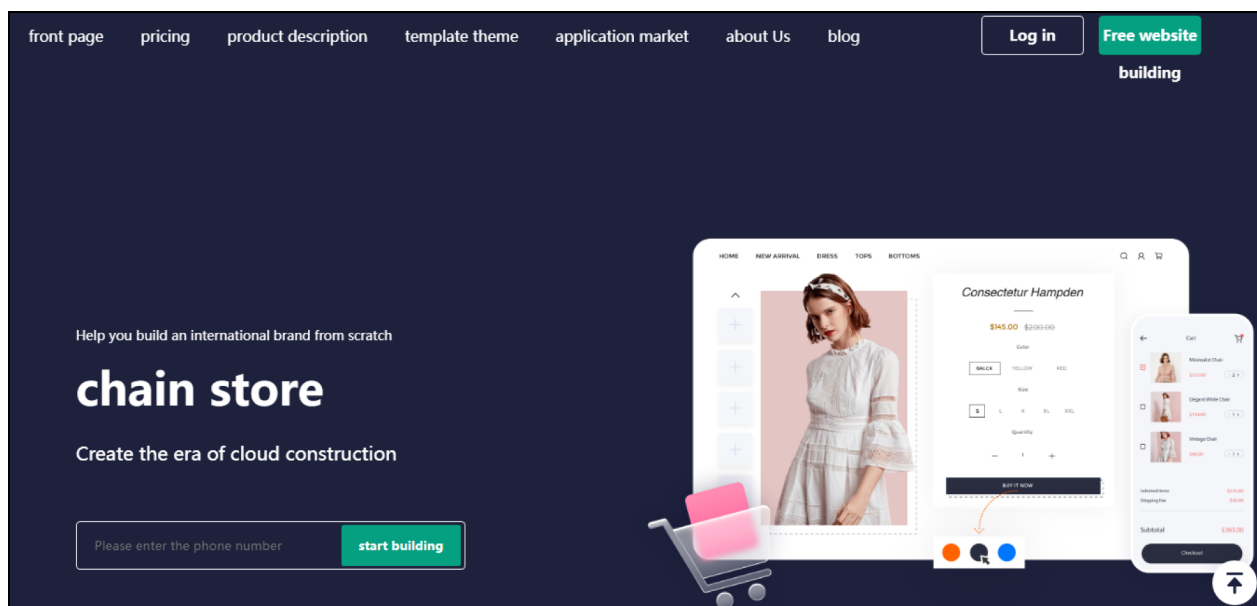
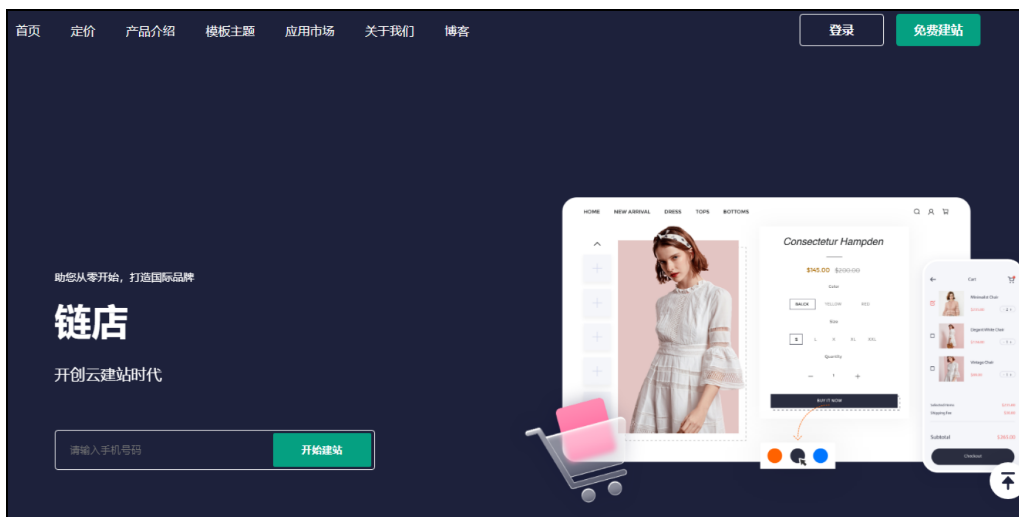




6. **Disappearance and Creation of Sites:** The fraudulent online stores have a short lifespan and are often taken offline by administrators within two to four months. The network continues its process of creating new sites associated with the same templates, regularly creating similar sites through this process — i.e. creating identical sites stampbuyhome[.]com and stampbuyhome[.]co on different days.

## Template Sites

Fraudulent online storefronts in the scamming network are linked to multiple Chinese-language template sites that allow for users to quickly produce an online shop. These template sites included staticsoe[.]com, staticsyy[.]com, ymcart[.]com, and oemcartapp[.]com, although many other active and now-inactive template sites were also associated with these fraudulent online stores.





**Graphics 3 and 4: Appearance of staticsoe[.]com, oemcartapp[.]com, and ymcart[.]com, as of 17 May 2023 (top), with the content translated into English (bottom).<sup>6 7 8</sup>**

### Website Formats

Online stores using the template sites generally have the following features:

- A banner across the top advertising sale prices or delivery deals.
- Random pop-ups advertising sale prices in the bottom left corner.
- Limited or empty information on their contact page.

Many of the sites also claimed their copyright association with SHOP INC, although the sites also claimed different organizations. [**See Appendix A for additional examples of site format features**]

The majority of these sites listed addresses and phone numbers attributed to the companies they were impersonating, while others listed likely randomly selected numbers belonging to unsuspecting victims. These included phone numbers and home addresses attributed to US citizens unaffiliated with the scam.

### Social Media Links on Contact Pages

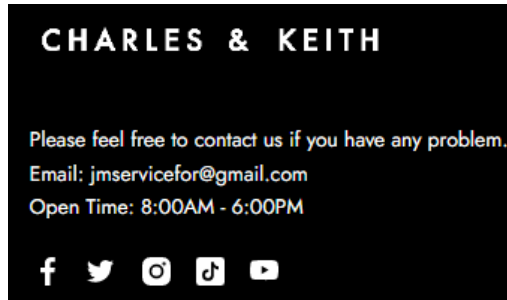
Many of the fraudulent online stores contained icons for popular social media platforms, likely as a facade to appear more legitimate to potential customers. These icons only redirected to the front page of the social media platform or to the fraudulent online store site.

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<sup>6</sup>[http://staticsoe\[.\]com/](http://staticsoe[.]com/)

<sup>7</sup>[http://oemcartapp\[.\]com/](http://oemcartapp[.]com/)

<sup>8</sup>[http://ymcart\[.\]com/](http://ymcart[.]com/)



```

"@context": "http://schema.org",
"@type": "Organization",
"name": "CHARLES & KEITH",
"url": "https://ckbagsg.shop",
"logo": "https://cdn.staticsoe.com/uploads/41321/cart/resources/20230309/41321_f991042fbf34f6b272210f461f0e126a.gif",
"legalName": "",
"telephone": "",
"email": "shop@charleskeithsg.com",
"address": {
  "@type": "PostalAddress",
  "streetAddress": " ",
  "addressLocality": "",
  "addressRegion": "",
  "postalCode": "",
  "addressCountry": ""
},
"contactPoint": {
  "@type": "ContactPoint",
  "contactType": "Service",
  "telephone": "",
  "email": "shop@charleskeithsg.com"
},
"sameAs": ["https://www.facebook.com", "https://www.twitter.com", "https://www.pinterest.com"]

```

**Graphics 5 and 6: Page source information for ckbagsg[.]shop shows the Facebook, Twitter, and Pinterest logos redirect to the homepage of the platforms. The TikTok and YouTube icons redirect to the homepage of ckbagsg[.]shop.<sup>9 10</sup>**

### Alternative Names on Credit Statements

Victims identified alternative company names alongside the charges on their credit card statements. We identified these companies — including AP buygoodsing Singapore and Helipay Lovetheshops — as likely run by individuals supporting the China-centered scam network. [**See Appendix C for additional information on these companies and their links to China**]

<sup>9</sup>[https://ckbagsg\[.\]shop/](https://ckbagsg[.]shop/)

<sup>10</sup>[view-source:https://ckbagsg\[.\]shop/](view-source:https://ckbagsg[.]shop/)




**Fraudulent website :** crwarehouse.com jmservicefor@gmail.com ✉ ⚠

**SUSPECTED SCAM!** ☆ Follow this report

<b>Date</b>	12/09/2022
<b>Fraudulent email</b>	jmservicefor@gmail.com
<b>Pseudonym</b>	Country Road warehouse sale
<b>Url / Website</b>	crwarehouse.com
<b>Scam contents</b>	AP buygoodsing Singapore appears on statement Instead of homewares sent a ring. Offered 50% refund, then 70%. 'Product is out of stock'

**3 COMMENTS** [CREATE A PRIVATE GROUP](#)


*The reviews and comments left by Internet users are sorted in chronological order and are not checked beforehand*

 **Fernando** 10/01/2023 at 13:54 🔗 ⚠

helipay\*lovetheshops thinking I ordered on tezenis they charged me €40

0 Answers


👍 🗨

 **Agneseincatasciato** 02/02/2023 at 05:44 🔗 ⚠

I thought I had ordered on stradivarius instead they sent me a barbarian scarf with a receipt for 3450 euros!!!! Chinese site. Reported! And cloned the card! The website is it-stradivarius.shop

0 Answers

👍 🗨

 **Agneseincatasciato** 02/02/2023 at 05:46 🔗 ⚠

I thought I had ordered on stradivarius instead they sent me a barbarian scarf with a receipt for 3450 euros!!!! Chinese site. Reported! And cloned the card! The website is it-stradivarius.shop. payment was made via "helipay\*lovetheshops"

0 Answers

👍 🗨

**Graphics 7 and 8: Examples of AP buygoodsing Singapore (top) and Helipay Lovetheshops (bottom) appearing on credit card statements following purchases from scam sites.<sup>11 12</sup>**

## Contact Email Addresses

We identified the following email addresses listed on multiple of the fraudulent online stores. We observed instances where an email address was present on one site but was rotated to another email address at a later time. Often, the original contact email address remained visible in the page source

<sup>11</sup>[https://www.scamwatcher\[.\]com/scam/view/578668](https://www.scamwatcher[.]com/scam/view/578668)

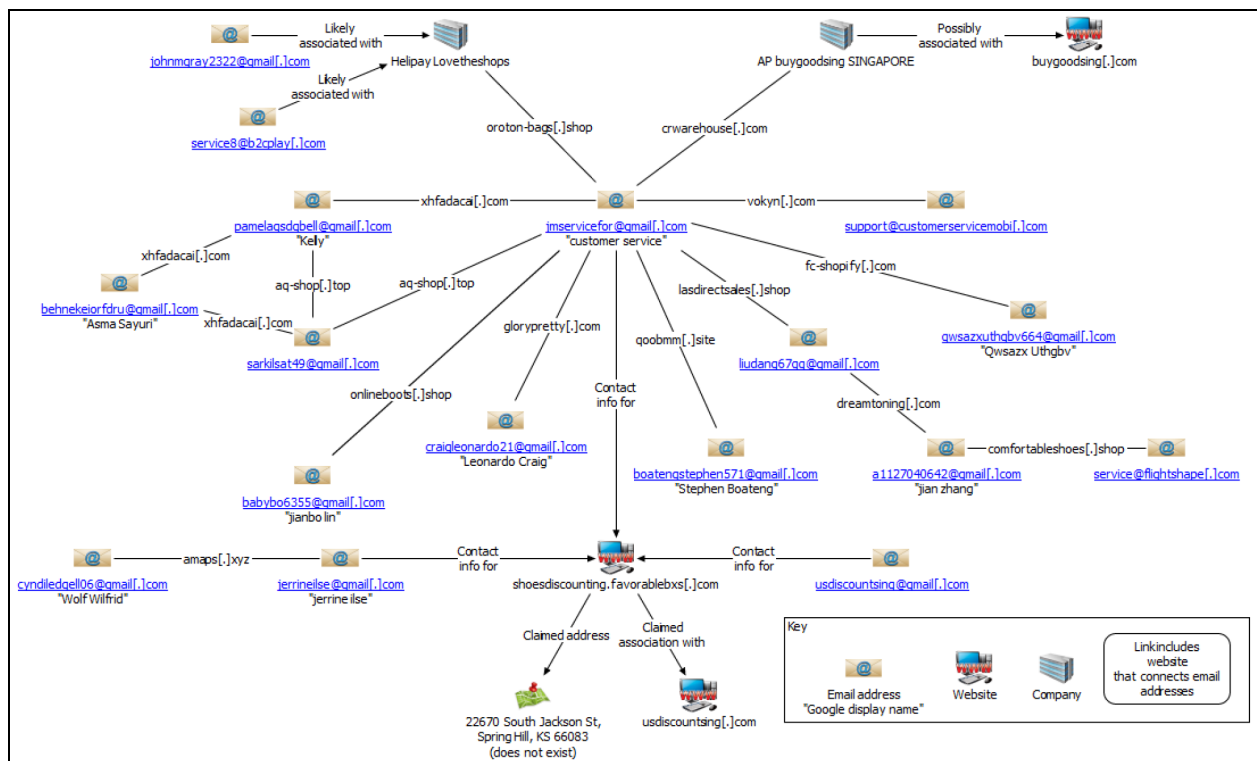
<sup>12</sup>[https://www.truffeonline\[.\]com/scam/view/589657](https://www.truffeonline[.]com/scam/view/589657)



even after the email address was replaced. This pattern helped identify multiple email addresses through a single website.

- Website xhfadacai[.]com was historically associated with four email addresses, with pamelagsdgbell@gmail[.]com and sarkilsat49@gmail[.]com present on the site’s contact page on 28 April 2023, previous email address jmservicefor@gmail[.]com visible in its page source, and prior email address behnekeiorfdu@gmail[.]com identified in a complaint on the Better Business Bureau’s (BBB) website.<sup>13 14 15</sup>
- Website lasdirectsales[.]shop changed its contact email address from jmservicefor@gmail[.]com to liudang67qq@gmail[.]com between March and April 2023. As of early June, the site no longer listed any contact email address.<sup>16</sup>
- Website dreamtuning[.]com listed email address liudang67qq@gmail[.]com on its contact page as of 28 April 2023, while its page source listed email address a1127040642@gmail[.]com.<sup>17</sup>

[See Appendix B for additional information on email addresses]



Graphic 9: Example of links between email addresses and fraudulent online stores.

<sup>13</sup><https://xhfadacai.com/pages/Contact-Us>

<sup>14</sup><view-source:https://xhfadacai.com/pages/Contact-Us>

<sup>15</sup><https://www.bbb.org/scamtracker/lookupscam/704734>

<sup>16</sup><https://www.lasdirectsales.shop/pages/Contact-Us>

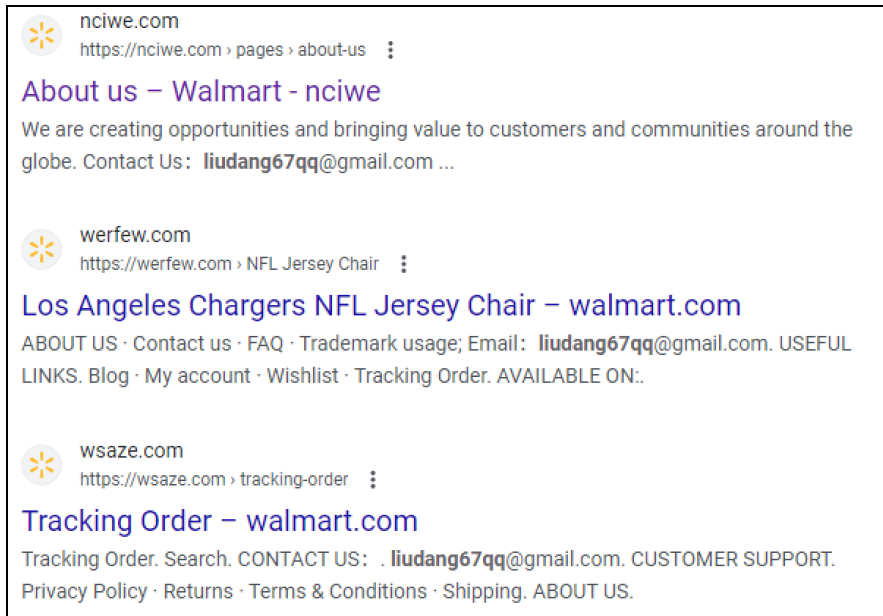
<sup>17</sup>[https://dreamtuning.com/pages/Contact-Us\\_a494d46b](https://dreamtuning.com/pages/Contact-Us_a494d46b)

<sup>18</sup>[view-source:https://dreamtuning.com/pages/Contact-Us\\_a494d46b](view-source:https://dreamtuning.com/pages/Contact-Us_a494d46b)

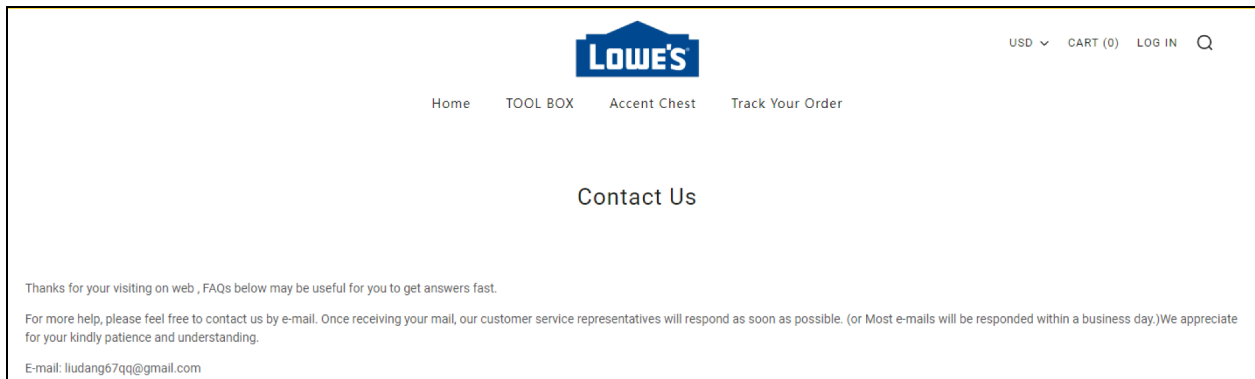


# Brand Misuse

Nisos identified these email addresses listed as contact information on sites posing as major and minor brands, including Walmart, Lowe’s, Costco, Skechers, Nike, LL Bean, Wayfair, Mamas & Papas, Orotan, the US Postal Service, and many others.

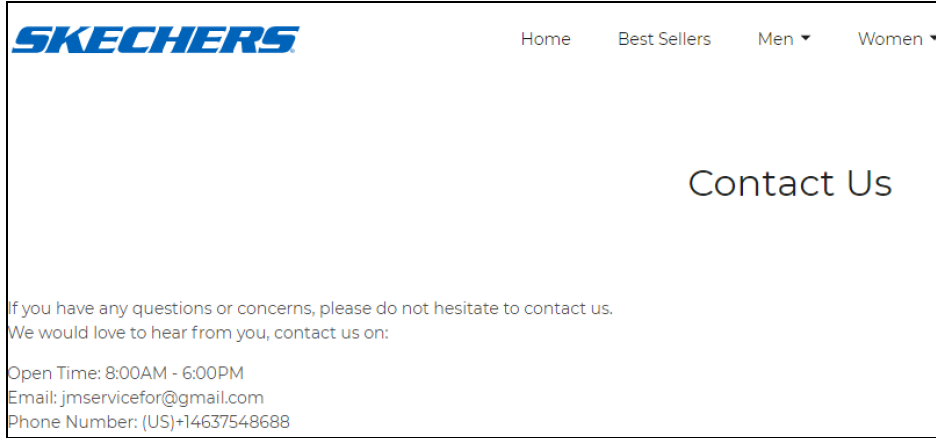


**Graphic 10: Examples of multiple stores posing as Walmart.**



**Graphic 11: Example of website posing as Lowe's.<sup>19</sup>**

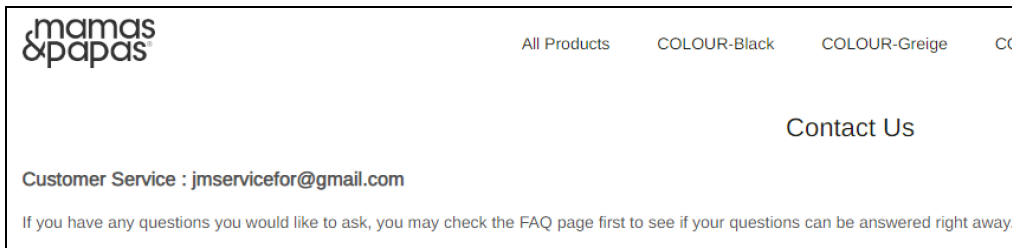
<sup>19</sup>https://www.dreamtoning[.]com/pages/Contact-Us\_a494d46b



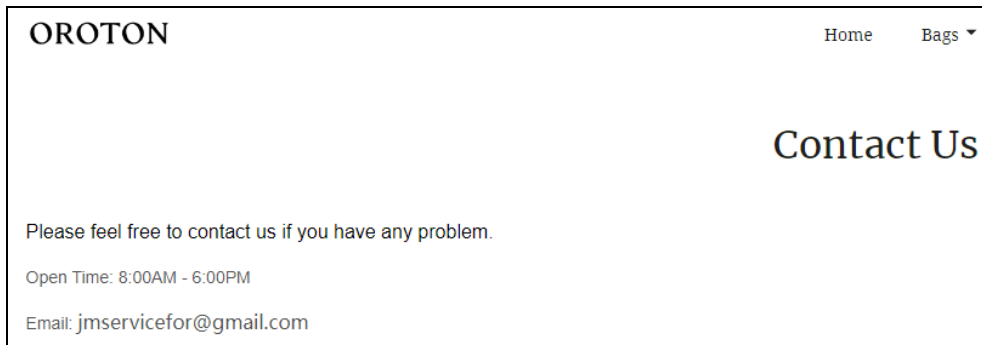
**Graphic 12: Example of website posing as Skechers.<sup>20</sup>**



**Graphic 13: Example of website posing as Nike.<sup>21</sup>**



**Graphic 14: Example of website posing as Mamas and Papas.<sup>22</sup>**



**Graphic 15: Example of website posing as Oroton.<sup>23</sup>**

<sup>20</sup>[https://skechersinventoryclearance\[.\]shop/pages/Contact-Us\\_55a7e17b](https://skechersinventoryclearance[.]shop/pages/Contact-Us_55a7e17b)

<sup>21</sup>[https://kicksmalls\[.\]com/refund-returns/](https://kicksmalls[.]com/refund-returns/)

<sup>22</sup>[https://urneyr\[.\]com/pages/Contact-Us](https://urneyr[.]com/pages/Contact-Us)

<sup>23</sup>[https://oroton-bags\[.\]shop/pages/Contact-Us\\_ce7316fe](https://oroton-bags[.]shop/pages/Contact-Us_ce7316fe)



**L.L.Bean**

Monday - Sunday :  
 8:30am - 5:30pm PST  
 Email: babybo6355@gmail.com  
 Mobile: (+01)-520-507-1469

**Graphic 16: Example of website posing as L.L. Bean.<sup>24</sup>**

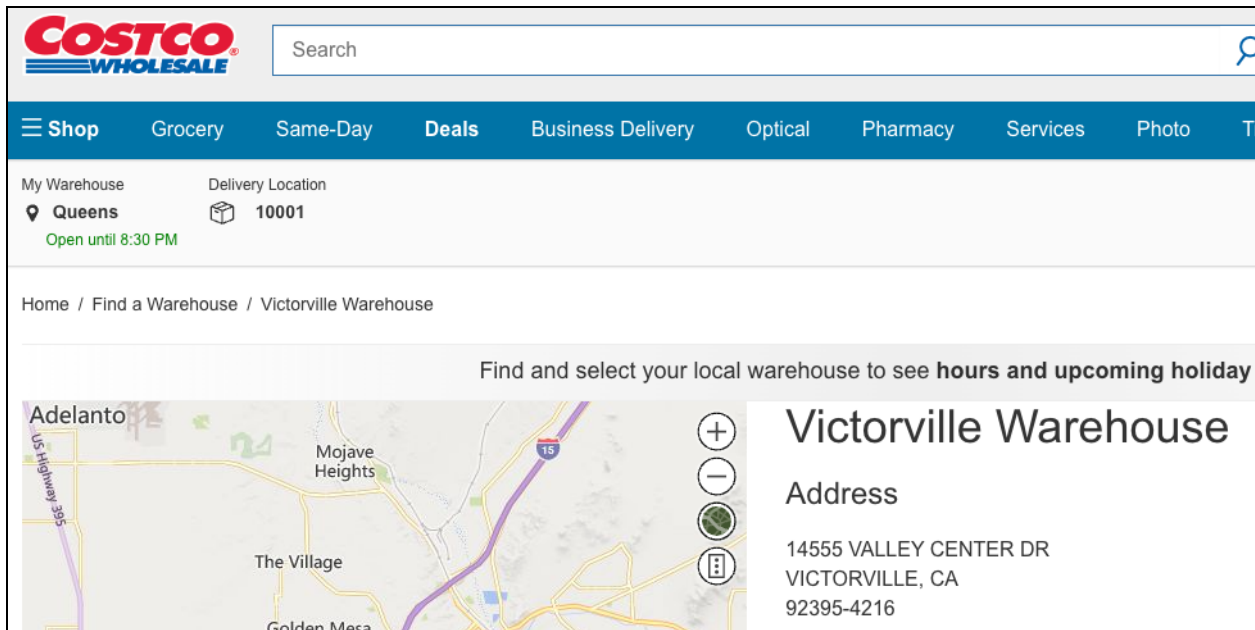
Hours: Monday to Friday 8:30am - 5:00pm

Tel: (+01)-520-507-1469

Email: jmservicefor@gmail.com

**Postal Address**

14555 Valley Center Dr, Victorville, CA 92395



**Graphics 17 and 18: Example of fake store onlineboots[.]shop listing its physical address as what is actually a Costco location.<sup>25 26</sup>**

## Site Content Rotation

In addition to rotating email addresses, these sites are regularly repurposed to pose as different brands. These sites often use company logo favicons, which sometimes remains following a site’s restructure. Google results for website sikags[.]com as of 19 May 2023 showed the Walmart favicon alongside the

<sup>24</sup>[https://www.lbhot\[.\]shop/](https://www.lbhot[.]shop/)

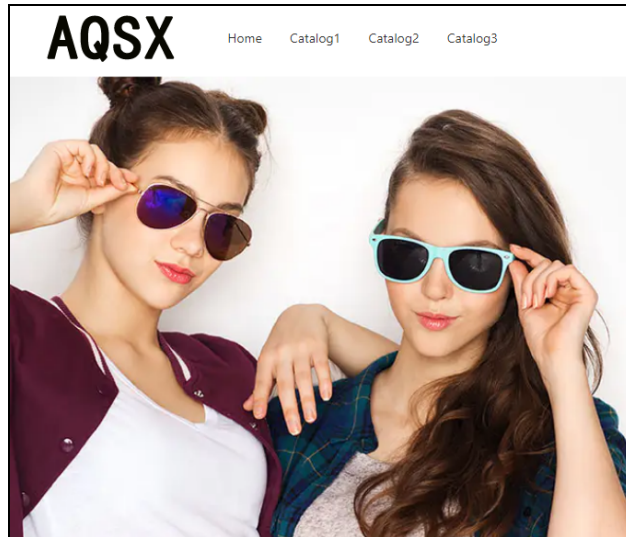
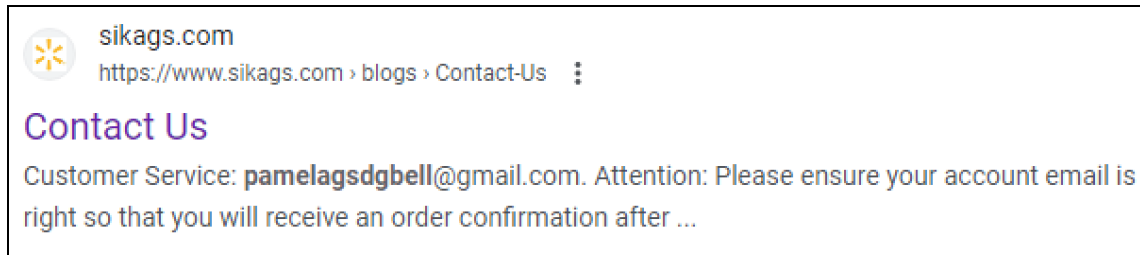
<sup>25</sup>[https://onlineboots\[.\]shop/pages/Contact-Us](https://onlineboots[.]shop/pages/Contact-Us)

<sup>26</sup>[https://www.costco\[.\]com/warehouse-locations/victorville-ca-1010.html](https://www.costco[.]com/warehouse-locations/victorville-ca-1010.html)





search result. However, the actual site no longer claimed any direct association with Walmart at that time.



**Graphics 19 and 20: Google result for sikags[.]com as of 19 May (top) and the front page of the actual site (bottom).<sup>27</sup>**

Fraudulent online store loungespin[.]com posed as an online store called Atop with contact email hello@atop[.]pet as of 9 June 2023. However, this site previously displayed the name FREEXVIDOES and contact email address hello@freexvidoes[.]com as of 19 April 2023. This likely indicates that an earlier repurposing of the domain overlooked adjusting the title and contact information. The banner on the site also included a grammatically incorrect phrase, “We Free Shipping Worldwide,” likely indicating a non-native English speaker administered the site.

<sup>27</sup>[https://www.sikags\[.\]com/](https://www.sikags[.]com/)



We Free Shipping Worldwide.

Search

**ATOP**

Home Art Search Contact Us Product

## Contact Us

If you have any questions or concerns, please do not hesitate to contact us.  
We would love to hear from you, contact us on:  
Email: [hello@Atop.pet](mailto:hello@Atop.pet)  
Phone Number: 785637318

We Free Shipping Worldwide.

Search

**FREEXVIDOES**

Home Art Search Contact Us Product

## Contact Us

If you have any questions or concerns, please do not hesitate to contact us.  
We would love to hear from you, contact us on:  
Email: [hello@freexvidoes.com](mailto:hello@freexvidoes.com)  
Phone Number: 785730046

**Graphics 21 and 22: Contact information for loungespin[.]com as of 9 June 2023 (top) and 19 April 2023 (bottom).<sup>28</sup>**

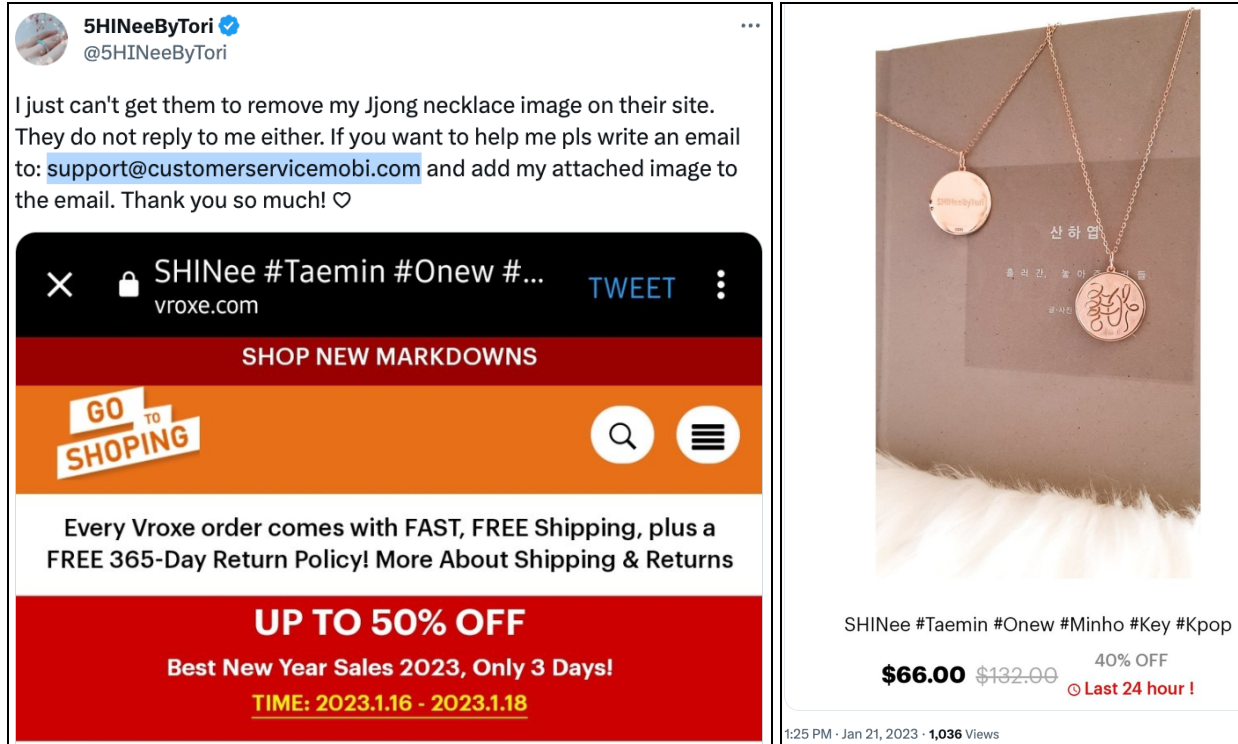
## Product Image Theft

Now-defunct fake online shops including jokeapptoday[.]com and vokyn[.]com had email address support@customerservicemobi[.]com listed as additional contact information alongside

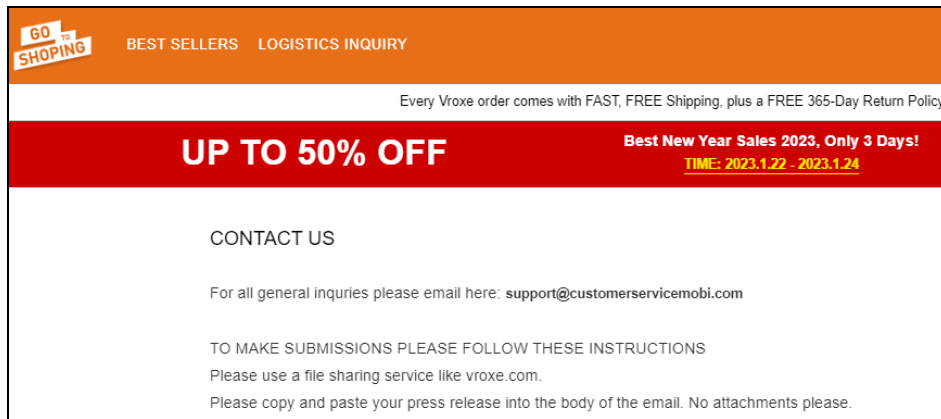
<sup>28</sup>[https://loungespin\[.\]com/pages/Contact-Us](https://loungespin[.]com/pages/Contact-Us)



jmservicefor@gmail[.]com.<sup>29 30 31</sup> On 21 January 2023, a Twitter user indicated that site vrox[.]com — which also claimed email address support@customerservicemobi[.]com — had stolen an image of their shop’s necklace. This likely indicates that the creation of these online stores involves taking images from official big brand and independent shops to increase their appearance of legitimacy and display a wide range of products.



Graphics 23 and 24: Tweet from 21 January 2023 claiming image theft by a fraudulent online store.<sup>32</sup>



Graphic 25: Archived capture of vrox[.]com’s contact information from 24 January 2023.<sup>33</sup>

<sup>29</sup>[https://www.jokeapptoday\[.\]com/pages/Contact-Us](https://www.jokeapptoday[.]com/pages/Contact-Us)

<sup>30</sup>[https://www.vokyn\[.\]com/?path=page/contact](https://www.vokyn[.]com/?path=page/contact)

<sup>31</sup>[https://www.sabireviews\[.\]com/vokyn/](https://www.sabireviews[.]com/vokyn/)

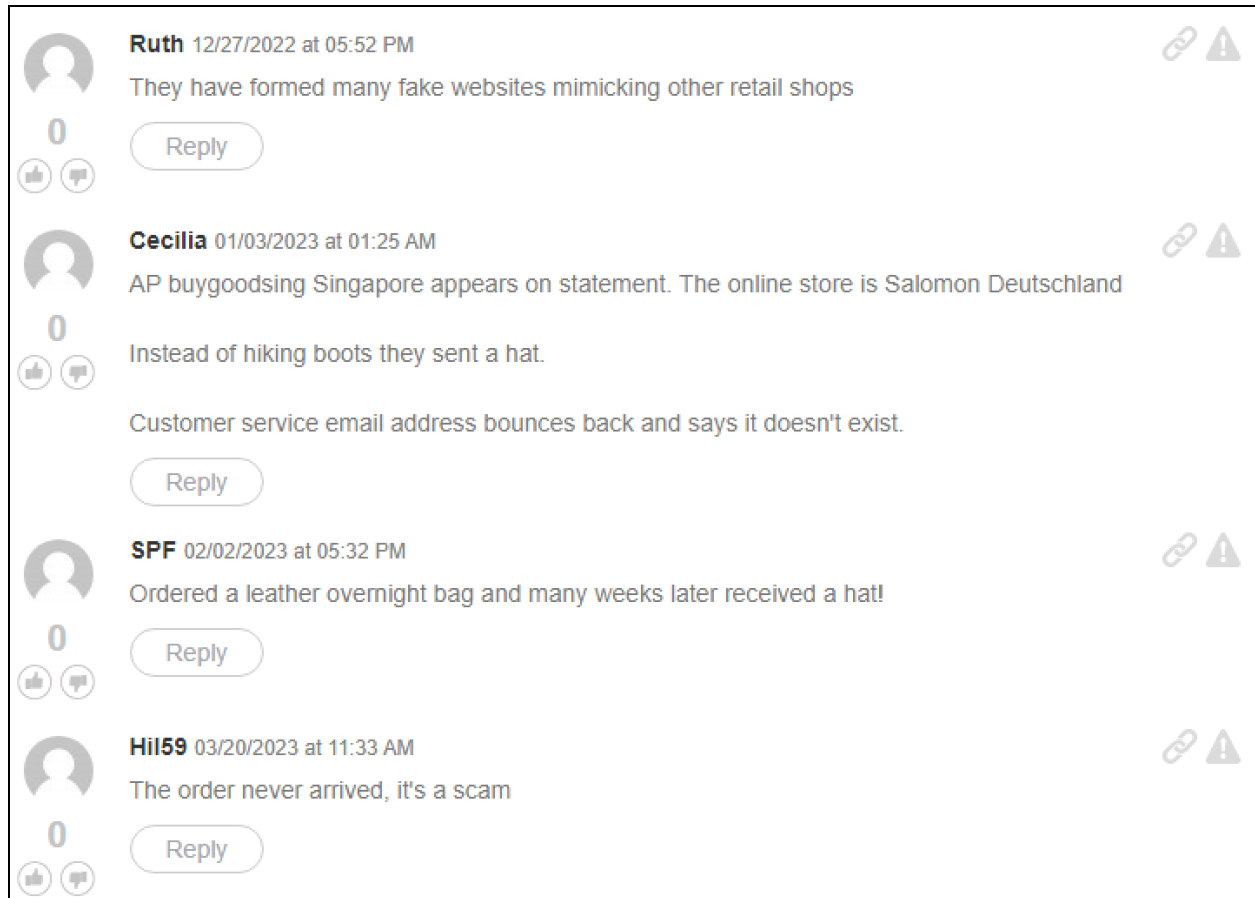
<sup>32</sup>[https://twitter\[.\]com/5HINeeByTori/status/1616909954723741697](https://twitter[.]com/5HINeeByTori/status/1616909954723741697)

<sup>33</sup>[https://web.archive\[.\]org/web/20230124155549/https://www.vrox\[.\]com/?path=page/contact](https://web.archive[.]org/web/20230124155549/https://www.vrox[.]com/?path=page/contact)



## Sending Incorrect Merchandise

In the majority of cases, victims did not receive any items following purchases made on these sites and did not receive assistance or replies following attempts to contact the sites. In some cases, victims received hats, scarves, or cheap wallets in place of their ordered item.



**Graphic 26: Scamwatcher reviews for crwarehouse[.]com, associated with email address jmservicefor@gmail[.]com, show how customers received alternate items or nothing at all following their purchases.<sup>34</sup>**

## China Connection

In addition to the templates for these sites tracing back to the Chinese-language shop building tools, these fraudulent online stores provided multiple indications of their Chinese connections and origin. Some of the email addresses identified within the scope of our network — meaning those associated with the Chinese template sites — were also possibly associated with larger scam networks.<sup>35 36</sup> The following sections detail identifiers related to sites within the scam network.

<sup>34</sup>[https://www.scamwatcher\[.\]com/scam/view/578668](https://www.scamwatcher[.]com/scam/view/578668)

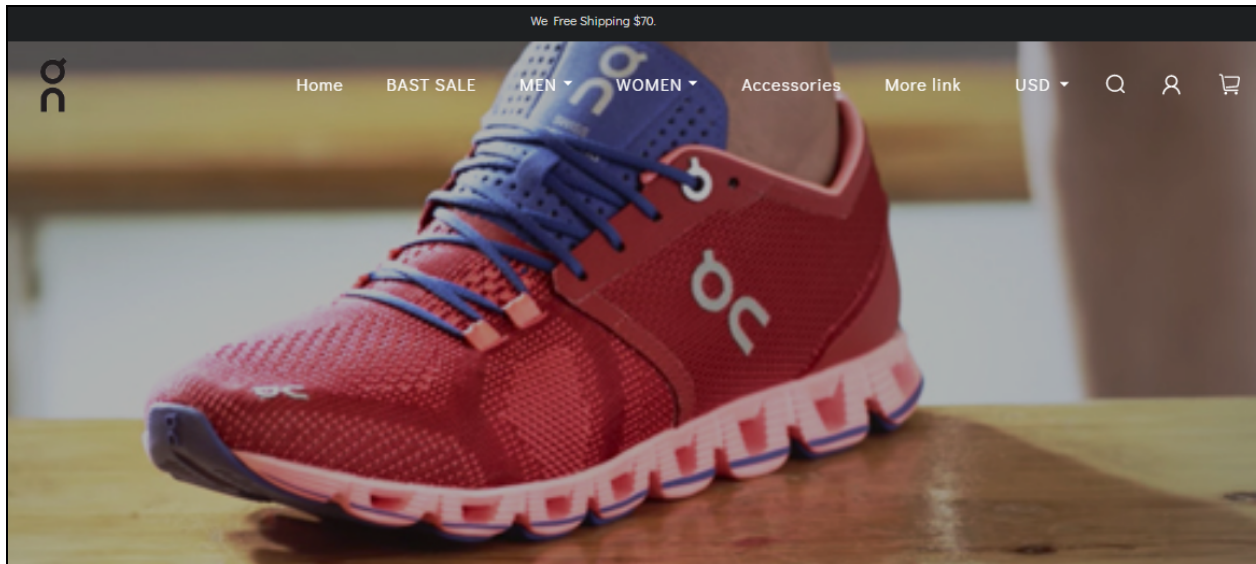
<sup>35</sup>[https://fakewebsitebuster\[.\]com/ansky-company-limited-scam-network/](https://fakewebsitebuster[.]com/ansky-company-limited-scam-network/)

<sup>36</sup>[https://fakewebsitebuster\[.\]com/uniqueness-scam-network/](https://fakewebsitebuster[.]com/uniqueness-scam-network/)



## Shoesdiscounting.favorablebxs[.]com

Fraudulent online store shoesdiscounting.favorablebxs[.]com is associated with Chinese-language template site staticsoe[.]com.<sup>37</sup> As of May and June 2023, the site posed as an official On Running brand site. Three email addresses were associated with the site between at least March and early June 2023, visible on its contact page and in its page source.



```
<link rel="dns-prefetch" href='https://cdn.staticsoe.com'>
<link rel="dns-prefetch" href='https://cdn.staticsoem.com'>

<link rel="canonical" href="https://shoesdiscounting.favorablebxs.com/pages/contact-us"/>
```


**Graphics 27 and 28: Overview of shoesdiscounting.favorablebxs[.]com (top) and its association with staticsoe[.]com (bottom), as of 9 June 2023.<sup>38 39</sup>**

<sup>37</sup>view-source:https://shoesdiscounting.favorablebxs[.]com/pages/contact-us

<sup>38</sup>https://shoesdiscounting.favorablebxs[.]com/

<sup>39</sup>view-source:https://shoesdiscounting.favorablebxs[.]com/pages/Return-policy





[Home](#)   [BAST SALE](#)   [MEN ▾](#)   [WOMEN ▾](#)   [Accessories](#)

## Contact US

If you have a question about switching items, please provide us with an order number or message us.

**Phone:** +1 240-362-9325

**Customer Service Email:** jerrineilse@gmail.com/jmservicefor@gmail.com

**Address:** Jackson Street, Spring Hill, Kansas 66083

Thank you!

Operating Hours: 9 AM - 4 PM, Monday to Friday

```

"@context": "http://schema.org",
"@type": "Organization",
"name": "shoesbigdiscounting",
"url": "https://shoesdiscounting.favorablebxs.com",
"logo": "",
"legalName": "",
"telephone": "",
"email": "usdiscountsing@gmail.com",
```

**Graphics 29 and 30: Contact information for shoesdiscounting.favorablebxs[.]com (top) and additional email address in its page source (bottom), as of 9 June 2023.<sup>40 41</sup>**

### Fictional Address

Throughout our investigation, we identified many stores claiming unassociated or imposter locations as their physical address. Website shoesdiscounting.favorablebxs[.]com employed the scam network's tactic of claiming fictional locations as addresses. The site listed only "Jackson Street, Spring Hill, Kansas 66083" on its contact page between at least March and early June 2023.<sup>42</sup> However, the site's Terms of Service page provided the full address as 22670 South Jackson Street, Spring Hill, Kansas 66083.<sup>43</sup> The cul-de-sac at this address contains a 22661 and 22671 house number, but no 22670.

<sup>40</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/contact-us](https://shoesdiscounting.favorablebxs[.]com/pages/contact-us)

<sup>41</sup>[view-source:https://shoesdiscounting.favorablebxs\[.\]com/pages/contact-us](https://shoesdiscounting.favorablebxs[.]com/pages/contact-us)

<sup>42</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/contact-us](https://shoesdiscounting.favorablebxs[.]com/pages/contact-us)

<sup>43</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)

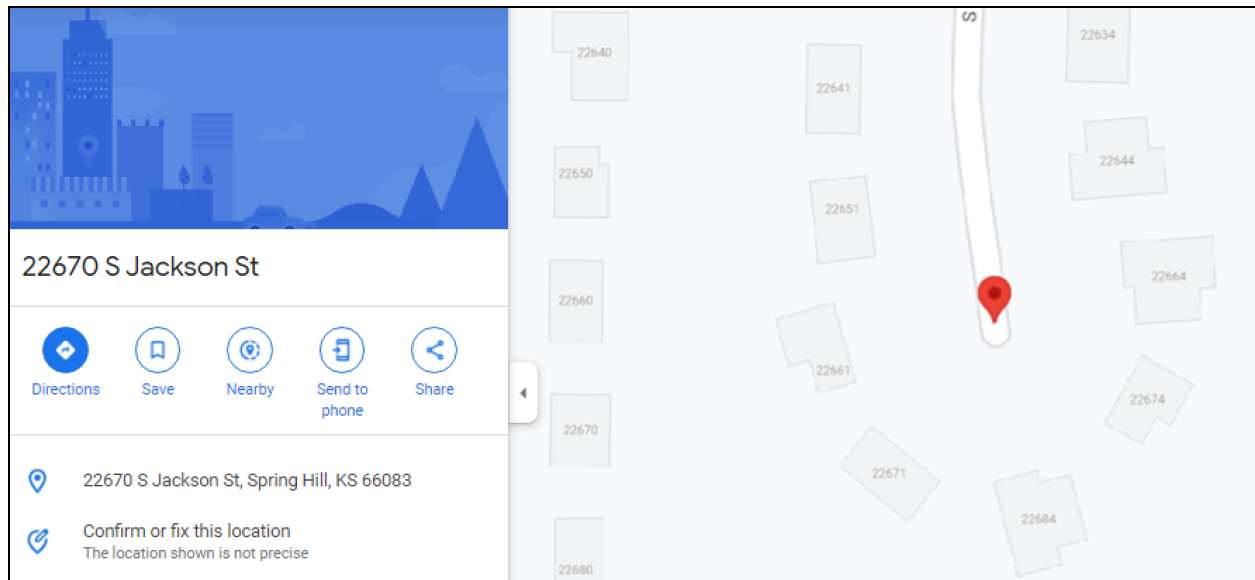


**Phone:** +1 240-362-9325

**Mail:** usdiscountsing@gmail.com

**Address:** 22670 South Jackson Street, Spring Hill, Kansas 66083, United States

**Operating Hours:** 9 AM - 4 PM, Monday to Friday



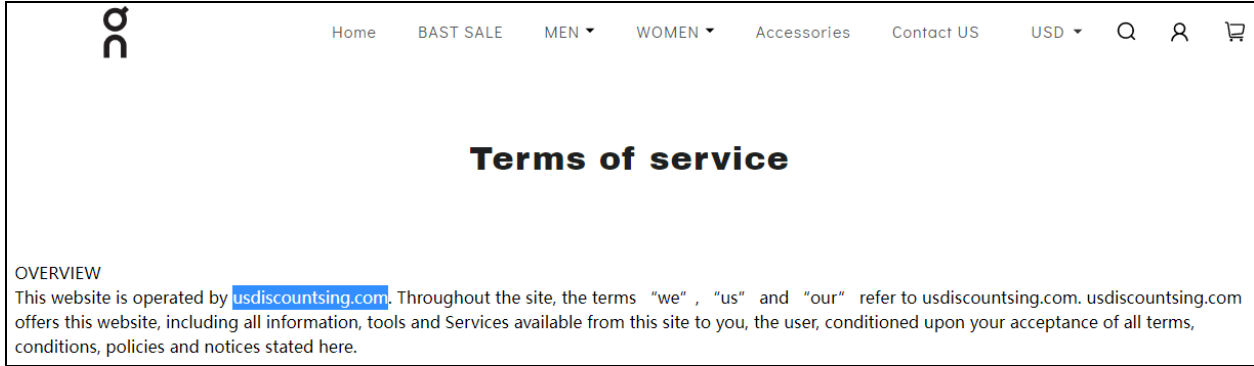
**Graphics 31 and 32: Website *shoesdiscounting.favorablebxs[.]com* identifying its address as 22670 South Jackson Street (top), which does not actually exist (bottom).<sup>44</sup>**

### **usdiscountsing[.]com**

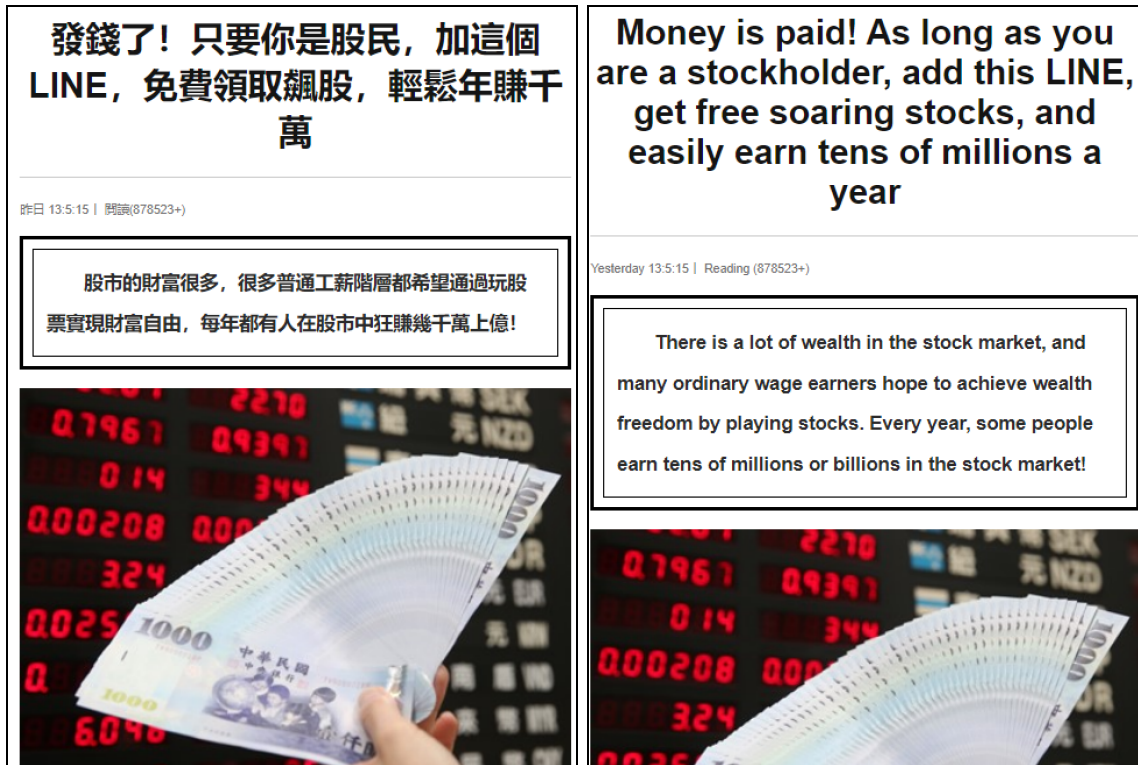
The Terms of Service page for *shoesdiscounting.favorablebxs[.]com* claims the site is operated by *usdiscountsing[.]com*.<sup>45</sup> Website *usdiscountsing[.]com* was also associated with Chinese-language template site *staticsoe[.]com*. As of 13 April 2023, *usdiscountsing[.]com* was a Chinese-language advertisement for stock market experts. Website *usdiscountsing[.]com* was likely only active in this format for three to six weeks between mid-March and mid-May, as archived captures of the site from 7 March show it needing additional configuration, and captures from 17 May show the site's content having been removed.

<sup>44</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)

<sup>45</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)



**Graphic 33: Website shoesdiscounting.favorablebxs[.]com identifying its operation by usdiscountsing[.]com.<sup>46</sup>**



**Graphics 34 and 35: Original Chinese heading (left) and translated English version (right) for usdiscountsing[.]com as of 13 April 2023.<sup>47</sup>**



**Graphic 36: Site display for usdiscountsing[.]com from between 26 February to 7 March 2023, demonstrating its content advertising stock services was created following that time.<sup>48</sup>**

<sup>46</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)

<sup>47</sup>[https://usdiscountsing\[.\]com/](https://usdiscountsing[.]com/)

<sup>48</sup>[https://web.archive\[.\]org/web/20230226165333/http://usdiscountsing.com/](https://web.archive[.]org/web/20230226165333/http://usdiscountsing.com/)





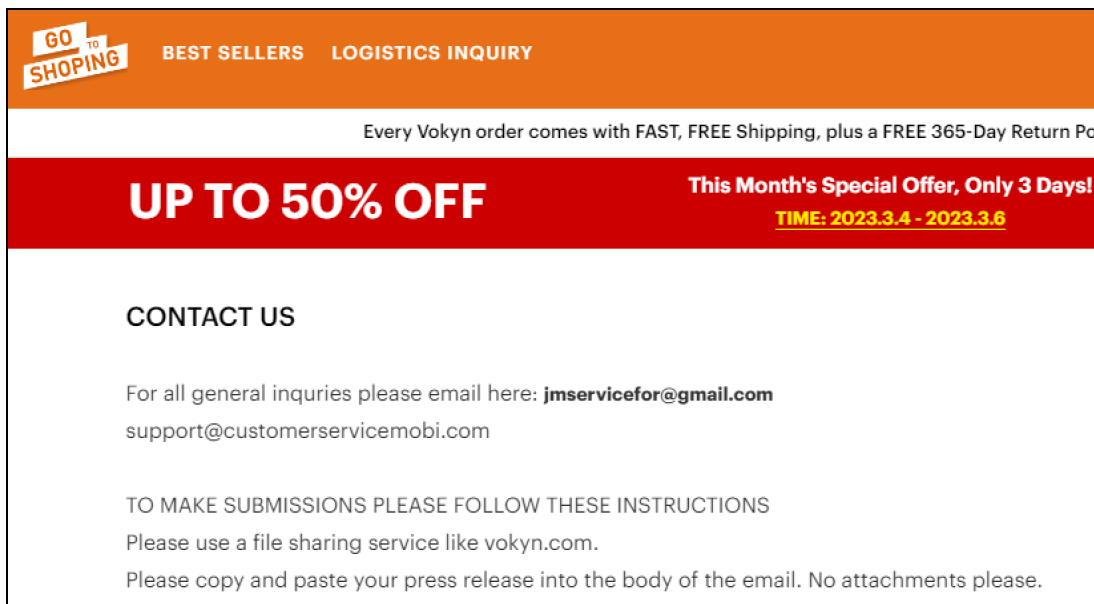
## Scam Sites for Sale on Chinese Platforms

Many of the sites involved in the scam were domain names that had been inactive for multiple years and were likely either purchased or stolen and repurposed into new sites. While some of these acquisitions may happen through official domain purchases, some sites may be acquired through indirect means in order to mask their users.

Fraudulent online store vokyn[.]com was identified as for sale on the Chinese-language Q&A forum V2EX on 1 March 2019. V2EX claims to be an online community of start-ups, designers, and developers, where users can post and answer questions related to various technical, creative, trading, and other topics.<sup>49 50</sup> It is unclear if the domains listed were created by an individual to sell on the forum or if the domain names were hacked or stolen from active sites and resold.

- voexo.com
- vokli.com
- vokyn.com
- vpiisu.com
- vrzys.com

**Graphic 37: Domain name vokyn[.]com listed as a domain name for sale on Chinese forum v2ex[.]com as of 1 March 2019.<sup>51</sup>**



**Graphic 38: Example of vokyn[.]com as associated with the scam network in March 2023.<sup>52</sup> As of May, the site was no longer active.**

<sup>49</sup>[https://www.crunchbase\[.\]com/organization/v2ex#:~:text=V2EX%20is%20a%20community%20of,www.v2ex.com](https://www.crunchbase[.]com/organization/v2ex#:~:text=V2EX%20is%20a%20community%20of,www.v2ex.com)

<sup>50</sup>[https://tracxn\[.\]com/d/companies/v2ex/\\_\\_\\_b1Pe7cskqfl\\_NJelzEXqlEOhFJGGGOZWSolfd5Jr0](https://tracxn[.]com/d/companies/v2ex/___b1Pe7cskqfl_NJelzEXqlEOhFJGGGOZWSolfd5Jr0)

<sup>51</sup>[https://www.v2ex\[.\]com/t/539907](https://www.v2ex[.]com/t/539907)

<sup>52</sup> [https://www.vokyn\[.\]com/?path=page/contact](https://www.vokyn[.]com/?path=page/contact)

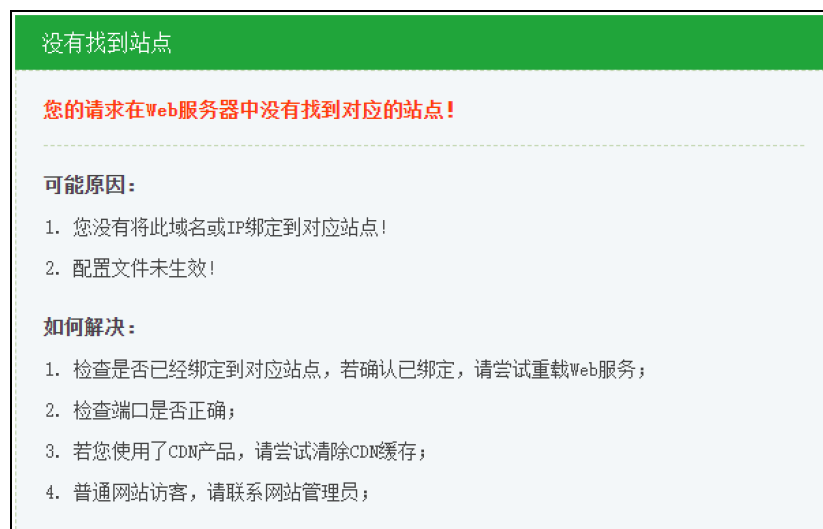


## Chinese Language Site Messages

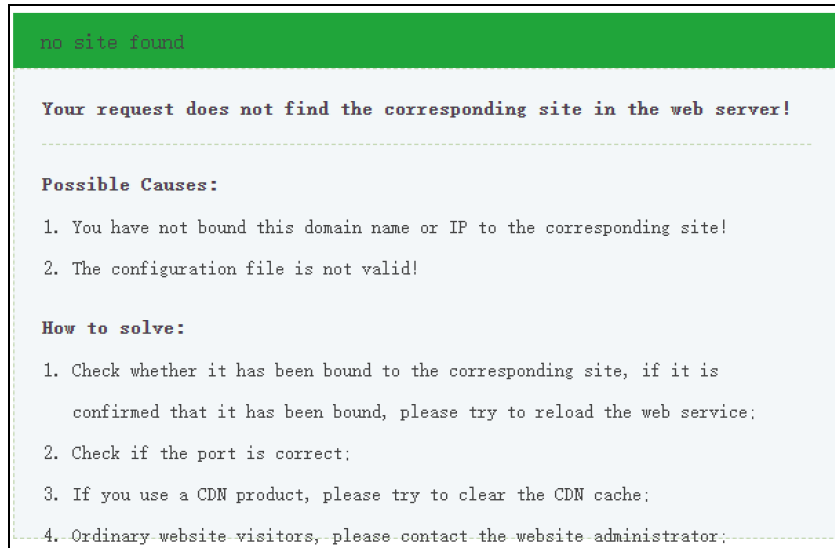
Fraudulent online stores involved in this scam network are regularly removed. Multiple sites that became inactive provided a Chinese-language message identifying the website was removed by its administrator or indicating that the site could not be found.



**Graphics 39 and 40: Original Chinese-language message (top) and English translation (bottom) indicating a site was removed by its administrator.<sup>53</sup>**



<sup>53</sup>[https://www.ofoosale\[.\]us/](https://www.ofoosale[.]us/)



**Graphics 41 - 43: Fraudulent online storefront [sfafib\[.\]com](https://sfafib.com) impersonated Costco through at least January 2022 (top) but was no longer active as of 17 April 2022, according to a Chinese-language message (middle). English translation provided (bottom).<sup>54 55</sup>**

## US Connections

Nisos identified a US-based individual who owned multiple fraudulent online stores involved in the scam. We also identified instances of the network posing as official US government representatives.

### Postal Service

We identified multiple sites in this network impersonating the United States Postal Service (USPS). This network regularly poses as USPS representatives likely because these sites have a wider potential national audience compared to specialized products and services.

#### **[buydiscountusps\[.\]com](https://buydiscountusps.com)**

This site claimed to be officially associated with the USPS. It included biographic information, including the name and image for Postmaster General Louis DeJoy and the incorrect image and job description for Chief Information Officer Pritha Mehra on its contact page. The site also included a page citing official USPS COVID-19 policy updates to increase its legitimacy.<sup>56</sup>


<sup>54</sup>[https://web.archive\[.\]org/web/20220110140909/https://sfafib.com/wp-content/uploads/2021/12/b034ca4093a853299117b06311299ca5.png](https://web.archive[.]org/web/20220110140909/https://sfafib.com/wp-content/uploads/2021/12/b034ca4093a853299117b06311299ca5.png)


<sup>55</sup>[https://sfafib\[.\]com/](https://sfafib[.]com/)



<sup>56</sup>[https://buydiscountusps\[.\]com/blogs/USPS%C2%AE-Coronavirus-Updates-for-Residential-Customers](https://buydiscountusps[.]com/blogs/USPS%C2%AE-Coronavirus-Updates-for-Residential-Customers)



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## Contact Us


We love to hear from you, our team is available to help answer questions and offer styling advice, so if there's anything you'd like to ask us, we're right here and ready to help in every way we can.

### About [Our Team]



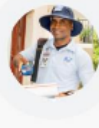
Work to create a long-term, viable operating model for the Postal Service to ensure the organization can fulfill its public service mission.

LOUIS DEJOY - Postmaster General



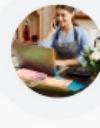
Provide assistance with products, sales and promotions, and deliver a positive customer experience

PRITHA MEHRA - PSE Sales & Services



Sort, lift and push moderate to heavy loads of mail and packages to prepare for delivery. Deliver mail along your assigned route. Pick up or collect mail from customers

PETER WESTON - Transportation Manager



Receive customer inquiries, record customer inquiries and complaints, and give customer feedback according to the appropriate process.

YAPHETS - Customer Service Staff

```

"@context": "http://schema.org",
"@type": "Organization",
"name": "USPS",
"url": "https://buydiscountusps.com",
"logo": "https://cdn.staticsoe.com/uploads/41250/cart/resources/20230320/41250_50816859d9cff9b918eb3a02965ebfcd.png",
"legalName": "",
"telephone": "",
"email": "service@likeward.com",
    
```

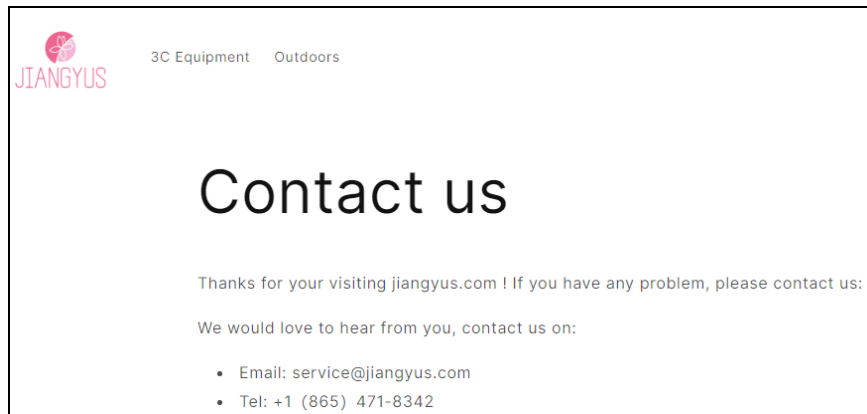
**Graphics 44 - 46: Contact page information for buydiscountusps[.]com (top, middle) and its page source showing its relationship to staticsoe[.]com (bottom) as of 9 June.<sup>57 58</sup>**

We're available to support you via  
**Email:** [support@discountusps.net](mailto:support@discountusps.net)  
 Customer service chat hours: Monday – Friday: 8 : 00 AM – 8 : 30 PM ET  
 Saturday: 8 : 00AM – 6 : 00 PM ET

We're available to support you via  
**Email:** [service@jiangyus.com](mailto:service@jiangyus.com)  
 Customer service chat hours: Monday – Friday: 8 : 00 AM – 8 : 30 PM ET  
 Saturday: 8 : 00AM – 6 : 00 PM ET

<sup>57</sup>[https://buydiscountusps\[.\]com/pages/Contact-Us](https://buydiscountusps[.]com/pages/Contact-Us)

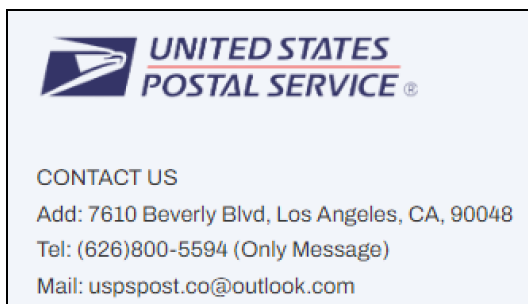
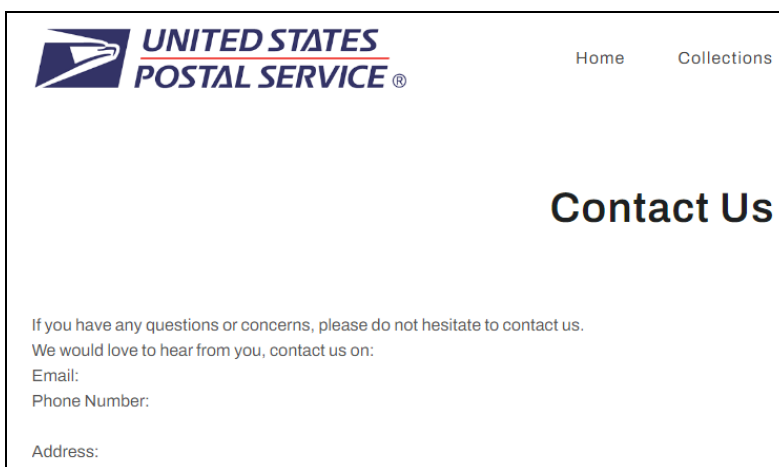
<sup>58</sup>[view-source:https://buydiscountusps\[.\]com/pages/Contact-Us](view-source:https://buydiscountusps[.]com/pages/Contact-Us)



**Graphics 47 - 49: As of 18 May, the email address for the site was support@discountusps[.]net (top). As of 9 June, the site updated its email address to service@jiangyus[.]com (middle).<sup>59</sup> Email address service@jiangyus[.]com is likely reused from contact information originally created for jiangyus[.]com (bottom).<sup>60</sup>**

**uspsstamp[.]co**

This site claimed its address as 7610 Beverly Blvd, Los Angeles, CA 90048 with email address uspspost.co@outlook[.]com.<sup>61</sup> This address is associated with an actual USPS location. As of 9 June, the site was no longer active. The site was also connected to the staticsoe[.]com template.<sup>62</sup>



**Graphics 50 and 51: Information listed on the contact page for uspsstamp[.]co, as of 18 May 2023.<sup>63</sup>**

<sup>59</sup>[https://buydiscountusps\[.\]com/pages/Contact-Us](https://buydiscountusps[.]com/pages/Contact-Us)

<sup>60</sup>[https://jiangyus\[.\]com/pages/contact-us](https://jiangyus[.]com/pages/contact-us)

<sup>61</sup>[view-source:https://uspsstamp\[.\]co/](view-source:https://uspsstamp[.]co/)

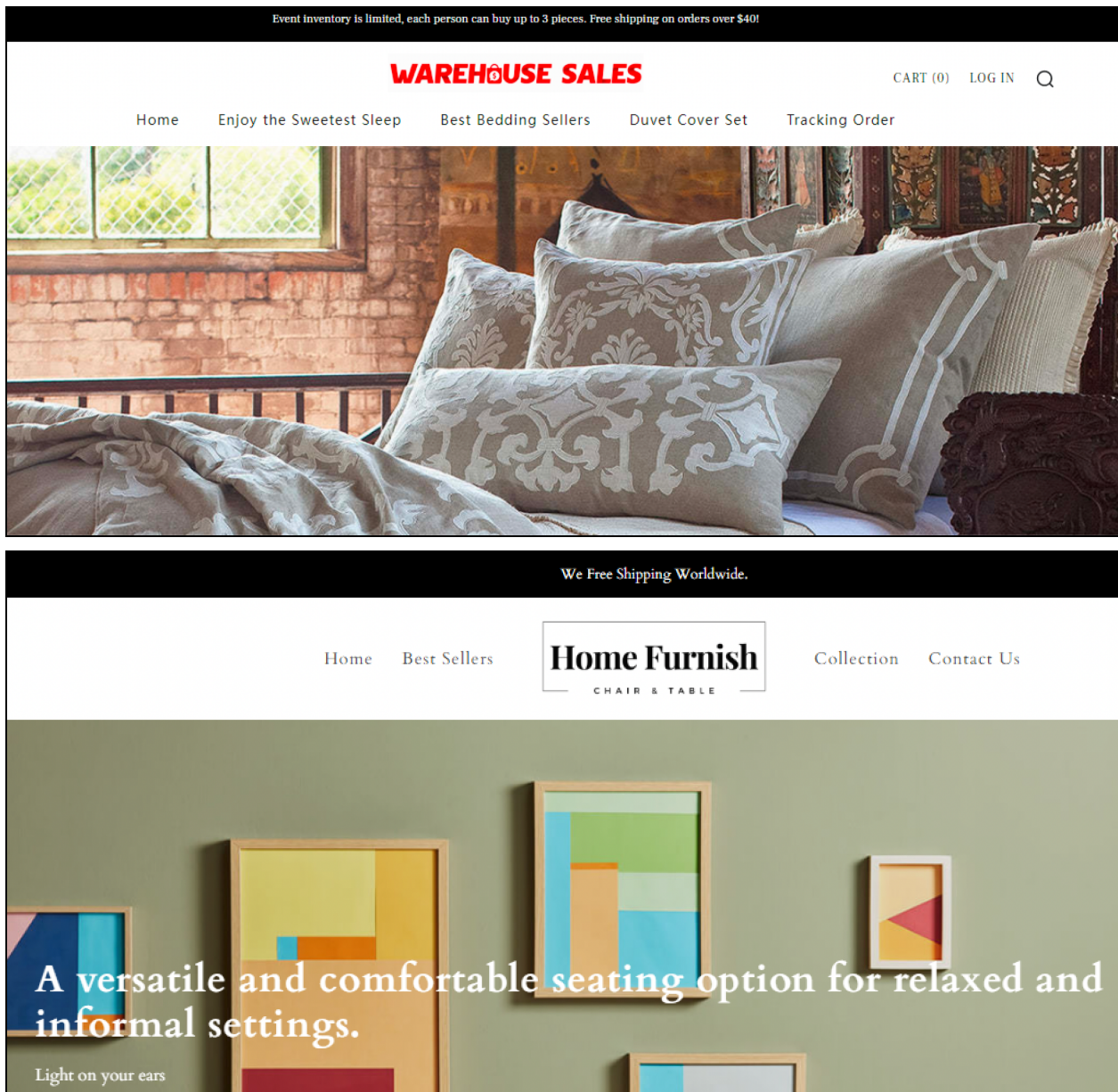
<sup>62</sup>[view-source:https://uspsstamp\[.\]co/pages/Contact-Us](view-source:https://uspsstamp[.]co/pages/Contact-Us)

<sup>63</sup>[https://uspsstamp\[.\]co/pages/Contact-Us](https://uspsstamp[.]co/pages/Contact-Us)



## Other Sites

We identified many other USPS imposter sites within this network. Some claimed official USPS locations as their addresses, while others claimed likely random residential addresses.<sup>64 65</sup> Sites like [aboutusps\[.\]shop](https://aboutusps[.]shop) and [uspsdiscount\[.\]com](https://uspsdiscount[.]com) appeared to sell mattresses and home furnishings as of an 11 June 2023 review, indicating that these sites are likely regularly updated and could quickly be repurposed to or from a USPS imposter site.



**Graphics 52 and 53: Overview of [aboutusps\[.\]shop](https://aboutusps[.]shop) (top) and [uspsdiscount\[.\]com](https://uspsdiscount[.]com) (bottom), as of 11 June 2023.<sup>66 67</sup>**

<sup>64</sup>[https://stampbuyhome\[.\]com/pages/Contact-Us](https://stampbuyhome[.]com/pages/Contact-Us)

<sup>65</sup>[https://www.uspsonlinestore\[.\]com/pages/Contact-Us](https://www.uspsonlinestore[.]com/pages/Contact-Us)

<sup>66</sup>[https://aboutusps\[.\]shop/](https://aboutusps[.]shop/)

<sup>67</sup>[https://www.uspsdiscount\[.\]com/](https://www.uspsdiscount[.]com/)



## Conclusion

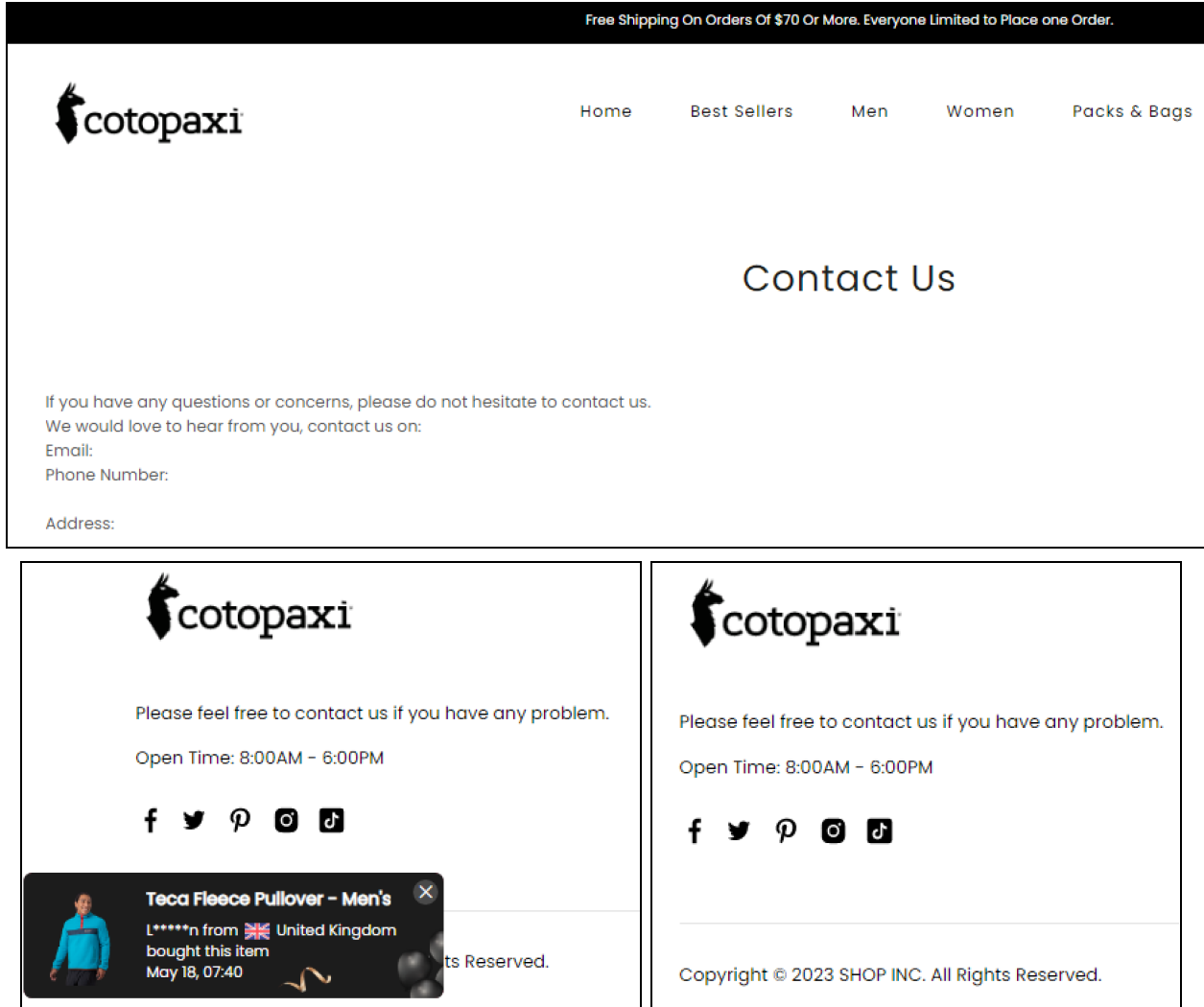
Scam sites cost financial institutions significant resources and reputational harm when customers are victims of fraud. By putting the pressure and cost on financial institutions to provide reparations, scammers are able to continually prey on victims and expand their reach. Similarly, companies and brands are at risk of financial and reputational harm while criminals target victims using their name. However, the widespread nature of tactics implemented by this scamming network — as well as similar techniques used by other scams — provides avenues whereby diligent investigation can identify indicators of fraud.

Investigators can use the examples listed throughout this report as indicators of potential fraud when considering their own unique situations. In addition to the examples provided above, Nisos researchers support our clients' unique needs through investigative support and by sharing with investigative teams its pre-existing understanding of existing chargeback threat actors. To help mitigate further fraud and abuse perpetrated by this scamming network and others, Nisos researchers can also provide training to investigators and arbitrators who handle chargeback disputes regarding fraud indicators and how to research pieces of information that are most likely to reveal a hoax. Nisos can help support financial institutions' efforts to pass this awareness on to their customer base to avoid future fraud. Additionally, when appropriate and upon the direction of its clients, Nisos works closely with local and federal law enforcement agencies to facilitate action against threat actors and e-criminals to unlock capabilities and remedies beyond those of an internal business unit.



# Appendix A: Scam Site Format Examples

The following examples demonstrate common features seen across the fraudulent online stores.



**Graphics 54 - 56: Examples of a scam site with a top banner and empty contact information page (top), a sale pop-up icon in the bottom-left corner (left), and the SHOP INC copyright (right).<sup>68</sup>**

<sup>68</sup>[https://logskyer\[.\]top/pages/Contact-Us](https://logskyer[.]top/pages/Contact-Us)





## Appendix B: Scam Site Email Addresses

The following email addresses were identified on scam sites. We do not consider this list to be comprehensive but provide it as an example of the repetitive nature and repurposing of contact information across scam sites.

Email	Google Name	Domains
jmservicefor@gmail[.]com <sup>69</sup>	customer service	<ul style="list-style-type: none"> <li>Shoesdiscounting.favorablebxs[.]com</li> <li>vokyn[.]com</li> </ul>
jerrineilse@gmail[.]com <sup>70</sup>		<ul style="list-style-type: none"> <li>shoesdiscounting.favorablebxs[.]com</li> <li>geelan[.]shop</li> <li>ygkrjcpou[.]shop</li> <li>sb78784[.]shop</li> </ul>
pamelagsdgbell@gmail[.]com <sup>71</sup>	Kelly	<ul style="list-style-type: none"> <li>asdxh[.]com</li> <li>xhfadacai[.]com</li> </ul>
babybo6355@gmail[.]com <sup>72</sup>	jianbo lin	<ul style="list-style-type: none"> <li>luluhome[.]shop</li> <li>skechersplus[.]shop</li> <li>stahot[.]shop</li> <li>birkenstores[.]shop</li> <li>lbhot[.]shop</li> <li>grillproducts[.]shop</li> </ul>
sarkilsat49@gmail[.]com <sup>73</sup>		<ul style="list-style-type: none"> <li>asdxh[.]com</li> <li>bmm-shopify[.]com</li> <li>xr-sr[.]com</li> <li>cb-shopify[.]com</li> <li>bcashley[.]com</li> </ul>
liudang67qq@gmail[.]com <sup>74</sup>		<ul style="list-style-type: none"> <li>lasdirectsales[.]shop</li> <li>nciwe[.]com</li> <li>werfew[.]com</li> <li>wsaze[.]com</li> <li>dreamtoning[.]com</li> <li>kicksmalls[.]com</li> </ul>
boatengstephen571@gmail[.]com <sup>75</sup>	Stephen Boateng	<ul style="list-style-type: none"> <li>qoobmm[.]site</li> </ul>
usdiscountsing@gmail[.]com <sup>76</sup>		<ul style="list-style-type: none"> <li>shoesdiscounting.favorablebxs[.]com</li> </ul>
support@customerservicemobi[.]com <sup>77</sup>		<ul style="list-style-type: none"> <li>jokeapptoday[.]com</li> <li>vokyn[.]com</li> <li>vroxex[.]com</li> </ul>
service@ez-malls[.]ca <sup>78</sup>		<ul style="list-style-type: none"> <li>Jokeapptoday[.]com</li> <li>sporkicksale[.]com</li> <li>evaneich[.]com</li> </ul>
a1127040642@gmail[.]com <sup>79</sup>	jian zhang	<ul style="list-style-type: none"> <li>dreamtoning[.]com</li> </ul>
service@flightshape[.]com <sup>80</sup>		<ul style="list-style-type: none"> <li>comfortableshoes[.]shop</li> </ul>

<sup>69</sup>[https://www.vokyn\[.\]com/?path=page/contact](https://www.vokyn[.]com/?path=page/contact)

<sup>70</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/contact-us](https://shoesdiscounting.favorablebxs[.]com/pages/contact-us)

<sup>71</sup>[https://xhfadacai\[.\]com/pages/Contact-Us](https://xhfadacai[.]com/pages/Contact-Us)

<sup>72</sup>[https://www.bbb\[.\]org/scamtracker/lookupscam/671125](https://www.bbb[.]org/scamtracker/lookupscam/671125)

<sup>73</sup>[https://asdxh\[.\]com/pages/Contact-Us](https://asdxh[.]com/pages/Contact-Us)

<sup>74</sup>[https://www.lasdirectsales\[.\]shop/](https://www.lasdirectsales[.]shop/)

<sup>75</sup>[view-source:https://qoobmm\[.\]site/pages/Contact-Us](view-source:https://qoobmm[.]site/pages/Contact-Us)

<sup>76</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)

<sup>77</sup>[https://www.vokyn\[.\]com/?path=page/contact](https://www.vokyn[.]com/?path=page/contact)

<sup>78</sup>[https://www.jokeapptoday\[.\]com/pages/Contact-Us](https://www.jokeapptoday[.]com/pages/Contact-Us)

<sup>79</sup>[view-source:https://www.dreamtoning\[.\]com/pages/Contact-Us\\_a494d46b](view-source:https://www.dreamtoning[.]com/pages/Contact-Us_a494d46b)

<sup>80</sup>[https://www.comfortableshoes\[.\]shop/pages/Contact-Us](https://www.comfortableshoes[.]shop/pages/Contact-Us)



support@mestored[.]com <sup>81</sup>		<ul style="list-style-type: none"> <li>• onlinellb[.]shop</li> <li>• decjubauonline[.]shop</li> <li>• tradeses[.]com</li> <li>• andresubilla[.]com</li> <li>• goseat[.]store</li> </ul>
craigleonardo21@gmail[.]com <sup>82 83</sup>	Leonardo Craig	<ul style="list-style-type: none"> <li>• glorypretty[.]com</li> <li>• gloryprettyps.myshopify[.]com</li> </ul>
behnekeiorfdru@gmail[.]com <sup>84</sup>	Asma Sayuri	<ul style="list-style-type: none"> <li>• xhfadacai[.]com</li> </ul>
qwsazxuthgbv664@gmail[.]com <sup>85</sup>	Qwsazx Uthgbv	<ul style="list-style-type: none"> <li>• fc-shopify[.]com</li> </ul>
cyndiledgell06@gmail[.]com <sup>86</sup>	Wolf Wilfrid	<ul style="list-style-type: none"> <li>• amaps[.]xyz</li> </ul>

The following addresses are just a few examples claimed by the many fraudulent online stores. These addresses demonstrate how the online stores claimed: non-existent addresses; locations associated with the brands they impersonated; home addresses for random, unassociated individuals; and random locations.

Address	Example Domain	Actual Location
22670 South Jackson Street, Spring Hill, Kansas 66083 <sup>87</sup>	<ul style="list-style-type: none"> <li>• shoesdiscounting.favorablebxs[.]com</li> </ul>	Does not exist
14555 Valley Center Dr, Victorville, CA 92395	<ul style="list-style-type: none"> <li>• birkenstores[.]shop</li> <li>• luluhome[.]shop</li> <li>• onlineboots[.]shop</li> <li>• stahot[.]shop</li> <li>• monhouse[.]shop</li> </ul>	Costco store
2747 Wolfcreek Lane Memphis, TN 3811	<ul style="list-style-type: none"> <li>• samashop[.]top</li> </ul>	Skechers outlet
606 North Morgan Street, Shelbyville, Illinois 62565	<ul style="list-style-type: none"> <li>• glorypretty[.]com</li> </ul>	Home address for a likely random, unassociated individual
1225 NW 27th St, Oklahoma City, OK 73106	<ul style="list-style-type: none"> <li>• gasfnl[.]com</li> </ul>	Home address for a likely random, unassociated individual
212 Horton Road, Datchet, Slough, England, SL3 9HL	<ul style="list-style-type: none"> <li>• sheinsshop[.]com</li> </ul>	Likely residential address associated with multiple scam businesses and sites <sup>88 89 90</sup>

<sup>81</sup>[https://onlinellb\[.\]shop/page/custom/contact-us](https://onlinellb[.]shop/page/custom/contact-us)

<sup>82</sup>[https://glorypretty\[.\]com/faqs/](https://glorypretty[.]com/faqs/)

<sup>83</sup>[https://glorypretty\[.\]com/refund-policy/](https://glorypretty[.]com/refund-policy/)

<sup>84</sup>[https://www.bbb\[.\]org/scamtracker/lookupscam/704734](https://www.bbb[.]org/scamtracker/lookupscam/704734)

<sup>85</sup>[https://community.shopify\[.\]com/c/shopify-discussions/getting-the-credentials-of-a-shopify-store-that-ripped-me-off/td-p/2043374](https://community.shopify[.]com/c/shopify-discussions/getting-the-credentials-of-a-shopify-store-that-ripped-me-off/td-p/2043374)

<sup>86</sup>[https://www.amaps\[.\]xyz/contact-us.html](https://www.amaps[.]xyz/contact-us.html)

<sup>87</sup>[https://shoesdiscounting.favorablebxs\[.\]com/pages/Terms-of-service\\_94175af6](https://shoesdiscounting.favorablebxs[.]com/pages/Terms-of-service_94175af6)

<sup>88</sup>[https://www.zoopla.cop\[.\]uk/property/uprn/100080369746/](https://www.zoopla.cop[.]uk/property/uprn/100080369746/)

<sup>89</sup>[https://find-and-update.company-information.service.gov\[.\]uk/company/11934935/filing-history](https://find-and-update.company-information.service.gov[.]uk/company/11934935/filing-history)

<sup>90</sup>[https://www.onlinethreatalerts\[.\]com/article/2023/2/28/is-ressrobe-a-scam-or-legit-online-store-review-of-ressrobe-com/](https://www.onlinethreatalerts[.]com/article/2023/2/28/is-ressrobe-a-scam-or-legit-online-store-review-of-ressrobe-com/)



### Contact Us

**Contact Us:**

Welcome to our website!

The customer has been on our mind since the inception of each of our products. If you have any questions, please feel free to contact us. We will be happy to serve you better.

E-mail:

jmservicefor@gmail.com

TOP LIFESTYLE LIMITED↵

Company number 11934935↵

Address: 212 Horton Road, Datchet, Slough, England, SL3 9HL↵

(This is NOT a returning address)↵

**Graphic 57: Example of fraudulent online store sheinsshop[.]com claiming an address in Slough, England and specifying it as not a return address, likely because the scammers were not actually associated with the address.<sup>91</sup>**

The scam sites regularly displayed previous email addresses through their page source. Many sites that previously had email addresses have also completely removed all forms of contact information from the pages, limiting victims’ potential to interact with the company.

### Contact Us

If you have any questions or concerns, please do not hesitate to contact us.  
We would love to hear from you, contact us on:  
Email: PamelagsdgBell@gmail.com

---

<b>NIU</b>	<b>Company Info</b>	<b>Service Center</b>	<b>About us</b>
Copyright and purchase statement:	About Us	Shipping policy	Email: sarkilsat49@gmail.com

```

"@context": "http://schema.org",
"@type": "Organization",
"name": "Niu",
"url": "https://xhfadacai.com",
"logo": "",
"legalName": "",
"telephone": "",
"email": "jmservicefor@gmail.com",
    
```

**Graphics 58 and 59: Example of xhfadacai[.]com containing two email addresses on its contact page (top) and a previous address in its page source (bottom), as of 28 April 2023.<sup>92 93</sup>**

<sup>91</sup>[https://sheinsshop\[.\]com/page/custom/contact-us](https://sheinsshop[.]com/page/custom/contact-us)

<sup>92</sup>[https://xhfadacai\[.\]com/pages/Contact-Us](https://xhfadacai[.]com/pages/Contact-Us)

<sup>93</sup>[view-source:https://xhfadacai\[.\]com/pages/Contact-Us](view-source:https://xhfadacai[.]com/pages/Contact-Us)



## La Sportiva

Please feel free to contact us if you have any problem.

jmservicefor@gmail.com

Customer service hours: Monday to Saturday

Us time :21.00-6.00

Australian time :11.00-20:00

UK time: 2.00-11:00

## La Sportiva

Please feel free to contact us if you have any problem.

liudang67qq@gmail.com

Customer service hours: Monday to Saturday

Us time :21.00-6.00

Australian time :11.00-20:00

UK time: 2.00-11:00

## La Sportiva

Please feel free to contact us if you have any problem.

Customer service hours: Monday to Saturday

Us time :21.00-6.00

Australian time :11.00-20:00

UK time: 2.00-11:00

**Graphics 60 - 62: Example of lasdirectsales[.]com having email address jmservicefor@gmail[.]com as early March 2023 (top) and email address liudang67qq@gmail[.]com as of 28 April 2023 (middle).<sup>94</sup> As of 9 June, the site did not list any email address on its contact page (bottom).**

<sup>94</sup>[https://www.lasdirectsales\[.\]shop/pages/Contact-Us](https://www.lasdirectsales[.]shop/pages/Contact-Us)



## Appendix C: Company Names on Bank Statements

We provide the following additional information on company names identified on victims' bank statements following their purchases from fraudulent online stores. These examples are likely associated with China-based or China-adjacent actors.

### AP buygoodsing Singapore

A victim of crwarehouse[.]com — associated with email address jmservicefor@gmail[.]com — and a victim of hangwag.com[.]se both claimed that their credit card statements included “AP buygoodsing SINGAPORE” or “AP \*buygoodsing SINGAPORE” following purchases from the fraudulent sites. Hanwag[.]com.se used variations of email addresses including auto6@vmcustomers[.]com and auto4@vmcustomers[.]com.<sup>95</sup>

**Fraudulent website :** [hanwag.com.se](#) [auto6@vmcustomers.com](#) ✉ ⚠

**SUSPECTED SCAM!** ☆ [Follow this report](#)

<b>Date</b>	11/23/2022
<b>Fraudulent email</b>	auto6@vmcustomers.com
<b>Pseudonym</b>	Hanwag Sverige
<b>Url / Website</b>	<a href="#">hanwag.com.se</a> <span style="font-size: small;">🔍 Scamdoc Trust Score   🌐 Contact / Whois info</span>
<b>Scam contents</b>	Looks like Hanwag boots site, all 50%. Very well done with product pages and everything. Actual site address: onlineshopsverige.com Confirmation of buy mail address: auto6@vmcustomers.com Card statement id: AP *buygoodsing SINGAPORE
<b>Comment / Review</b>	I searched for "Hanwag Sverige" and got this hit among others. "50%" Very good offer I thought. "To good to be true" is always a good scam alert.

<sup>95</sup>[https://www.apestan\[.\]com/cases/merrellmexicocommx-ciudad-de-mexico-distrito-federal-mexico\\_164575.html](https://www.apestan[.]com/cases/merrellmexicocommx-ciudad-de-mexico-distrito-federal-mexico_164575.html)



**Fraudulent website :** [www.salomon-deutschland.com](http://www.salomon-deutschland.com) [cs@vmcustomer.com](mailto:cs@vmcustomer.com) ✉ ⚠

**SUSPECTED SCAM!** ☆ Follow this report

<b>Date</b>	01/03/2023
<b>Fraudulent email</b>	<a href="mailto:cs@vmcustomer.com">cs@vmcustomer.com</a>
<b>Pseudonym</b>	Salomon-Deutschland
<b>Url / Website</b>	<a href="http://www.salomon-deutschland.com">www.salomon-deutschland.com</a> <span style="font-size: small;">📍 Scamdoc Trust Score   🌐 Contact / Whois info</span>
<b>Scam contents</b>	<p>AP buygoodsing Singapore appears on statement                      Instead of hiking boots I received a hat. The customer service email doesn't exist.</p> <p>And on top of that they charged a lot of extra money because of exchange rate and customs fee!!</p>

**Graphics 63 and 64: Examples of AP buygoodsing Singapore and variations of vmcustomer[.]com email addresses used on other fraudulent sites.<sup>96 97</sup>**

It is possible that AP buygoodsing SINGAPORE is associated with buygoodsing[.]com, a website that has been identified on scam monitoring websites and customer reviews as fraudulent.<sup>98 99</sup> Many of the scam reports from victims claim they ordered shoes or other items and instead received a cheap wallet.<sup>100</sup>

<sup>96</sup>[https://www.scamwatcher\[.\]com/scam/view/571392](https://www.scamwatcher[.]com/scam/view/571392)

<sup>97</sup>[https://www.scamwatcher\[.\]com/scam/view/588048](https://www.scamwatcher[.]com/scam/view/588048)

<sup>98</sup>[https://www.trustpilot\[.\]com/review/buygoodsing.com](https://www.trustpilot[.]com/review/buygoodsing.com)

<sup>99</sup>[https://es.scamdoc\[.\]com/view/1110243](https://es.scamdoc[.]com/view/1110243)

<sup>100</sup>[https://www.trustpilot\[.\]com/review/buygoodsing.com](https://www.trustpilot[.]com/review/buygoodsing.com)



**LF** **Leanne Falvey**  
2 reviews 📍 AU

Mar 15, 2023

---

★☆☆☆☆

**DISGUSTING SCAMMERS**

DISGUSTING SCAMMERS - AVOID!!

I tried to buy some Peter Alexander PJs, not realising this was a fraudulent/fake site. First they charged me more than they were supposed to. Next many weeks later I received a crappy, fake Burberry scarf in the mail. I tried to contact them numerous times but no response. To make matters worse my (former) bank refuse to assist or investigate. A complete waste of time and money

**Date of experience:** November 14, 2022

👍 Useful    🗨️ Share    🚩

---

**JP** **J Patterson**  
1 review 📍 NZ

Jan 17, 2023

---

★☆☆☆☆

**DO NOT PURCHASE**

Same story as everyone else on here - ordered a pair of Crocs from a New Zealand outlet store. Got charged \$80 when website said \$58. Tracking number shows it's coming from china. Took a month instead of a week. Received a budget wallet. No response to my emails.

**Date of experience:** January 14, 2023

**Graphic 65: Sample of many reviews from late 2022 and early 2023 identifying buygoodsing[.]com as a scam.<sup>101</sup>**

Although this store is allegedly associated with and located in Singapore, the site used a China-located service Cloud Yuqu LLC through diymysite[.]com for its registration.<sup>102 103</sup> As of early June 2023, the site has also been associated with a Hong Kong-based IP address since at least October 2022.

<sup>101</sup>[https://www.trustpilot\[.\]com/review/buygoodsing.com](https://www.trustpilot[.]com/review/buygoodsing.com)

<sup>102</sup>[https://es.scamdoc\[.\]com/whois?id=1110243#registrant](https://es.scamdoc[.]com/whois?id=1110243#registrant)

<sup>103</sup>[https://myip\[.\]jms/view/web\\_hosting/1017160/Cloud\\_Yuqu\\_Llc.html](https://myip[.]jms/view/web_hosting/1017160/Cloud_Yuqu_Llc.html)



<u>INFORMATION</u>	<u>CONTACT</u>
<ul style="list-style-type: none"> <li>□ About Us</li> <li>□ Shipping Method</li> <li>□ Privacy Policy</li> <li>□ Return Policy</li> <li>□ Contact Us</li> </ul>	<p>PRADISEPLUS PTE. LTD.                      Address:60 PAYA LEBAR ROAD#11-04PAYA LEBAR SQUARESINGAPORE (409051)                      Email:m01136110693@outlook.com                      Shipping time may be up to 4-10 weeks, please wait or contact customer service.</p>
<p>Copyright © 2023 buygoodsing.com All Rights Reserved.</p>	

**Graphic 66: Contact information for buygoodsing[.]com, listed on its official website between at least March and early June 2023.<sup>104</sup>**

```

Domain Name: buygoodsing.com
Registry Domain ID: 3013642913_DOMAIN_COM-VRSN
Registrar WHOIS Server: whois.diymysite.com
Registrar URL: www.diymysite.com
Updated Date: 2022-10-18T08:03:43.0Z
Creation Date: 2022-10-18T08:03:43.0Z
Registrar Registration Expiration Date: 2023-10-18T08:03:43.0Z
Registrar: Cloud Yuqu LLC
Registrar IANA ID: 3824
Reseller:
Domain Status: ok http://www.icann.org/epp#ok
Registry Registrant ID: Not Available From Registry
Registrant Name: REDACTED FOR PRIVACY
Registrant Organization: REDACTED FOR PRIVACY
Registrant Street: REDACTED FOR PRIVACY
Registrant City: REDACTED FOR PRIVACY
Registrant State/Province: Guang Dong
Registrant Postal Code: REDACTED FOR PRIVACY
Registrant Country: CN
    
```

**Graphic 67: Registration information for buygoodsing[.]com indicating Cloud Yuqu LLC.<sup>105</sup>**

## Helipay Lovetheshops

A victim of oroton-bags[.]shop — associated with email address jmservicefor@gmail[.]com — and a victim of it-stradivarius[.]shop identified “Helipay Lovetheshops” or “Helipay\*lovetheshops” on their credit statements. Similar to other sites, customers reported either not receiving any merchandise or receiving a scarf when they had ordered furniture or musical instruments.<sup>106 107</sup>

<sup>104</sup>[https://buygoodsing\[.\]com/](https://buygoodsing[.]com/)

<sup>105</sup>[https://es.scamdoc\[.\]com/whois?id=1110243#registrant](https://es.scamdoc[.]com/whois?id=1110243#registrant)

<sup>106</sup>[https://www.yourlifeupdated\[.\]net/web/attenzione-alle-mail-da-johnmgray2322gmail-com-truffa/](https://www.yourlifeupdated[.]net/web/attenzione-alle-mail-da-johnmgray2322gmail-com-truffa/)

<sup>107</sup>[https://www.yourlifeupdated\[.\]net/web/attenzione-alle-mail-da-service8b2cplay-com-truffa/](https://www.yourlifeupdated[.]net/web/attenzione-alle-mail-da-service8b2cplay-com-truffa/)





Some victims also identified the merchant name appearing as or including a variation of “shen zhen shi CN,” which likely refers to the city of Shenzhen, China. Contact between a customer who received the wrong item in late January 2023 and a representative from Helipay Lovetheshops requested multiple iterations of “confirmation” information to prove that the customer did not receive the correct item. Its final response from 8 February 2023 — following the customer asking for their money back and not for a new package — requested the customer to send their payment number. No information was available regarding the victim’s success in receiving a refund; however, a resolution seems unlikely.

### **Comments from those who bought from johnmgray2322@gmail.com**

Here are some comments from other users scammed by this site/service:

*I have not proceeded with the purchase but it is easy to understand that it is a scam, the (stupid) seller has not even had the foresight to use a different mailbox from those used for other fraudulent sites.*

*I bought and paid for an order that had already been placed and paid for.. but I never received anything*

*My money was taken from **helipay \*lovetheshops shen zhen shi CN** without order confirmation while I was trying to pay with my prepaid card on the above website!! No one responds to my complaint*

*I purchased the air up and was charged a different amount than I had accepted.*

**Graphic 68: Reviews from Italian-language site identifying “helipay \*lovetheshops shen zhen shi CN” associated with email address johnmgray2322@gmail[.]com.<sup>108</sup> Translated from Italian.**

<sup>108</sup>[https://www.yourlifeupdated\[.\]net/web/attenzione-alle-mail-da-johnmgray2322gmail-com-truffa/](https://www.yourlifeupdated[.]net/web/attenzione-alle-mail-da-johnmgray2322gmail-com-truffa/)



< **Product received does not correspond to what was paid for. I bought some slippers and I have received a scarf** COMPLAIN

helipay love the shops 🌐 This claim is public

**CLAIM CLOSED** resolved

**M. A.** 27/01/2023  
 A: helipay love the shops

I have received a fake Burberry scarf instead of the Veja sneakers I bought the 02/01/2023

...

[See full claim](#) ▾

Attachments: (5)

**helipay love the shops** 28/01/2023  
 A: M. A.

-----

Dear Customer,  
 We are so sorry to hear that you received wrong product.  
 Before providing you with a solution, we need to check all the items you have received to confirm the problem, which will help us solve the problem as soon as possible. Please provide the relevant information as required below. Thank you in advance for your cooperation.

1. Clear pictures of all the items received.
2. A clear picture with the tracking number.

The above pictures will help us check the information of your order in the shortest time. Once we receive your reply, we will confirm with our relevant departments within 24 hours. In order to save your precious time, please provide the relevant information as much as possible.

Looking forward to your reply and thank you again for your cooperation.  
 Kindly reminder: Please do not return the item until we have authorized the return address in the email. In addition, the address on the package is not our return address. Please note that do not send the package to that address, otherwise we shall not be liable for any losses.

Best regards,  
 Customer Service Center

-----

This email is a service from customer support.[EPZEGE-ZYWGO]

**helipay love the shops** 22/02/2023  
 A: M. A.

-----

Dear customer,  
 Thanks for contacting us and sorry for keeping you waiting.  
 Could you please provide us more information on your order, such as the payment number( like MBF74% and the email you made the purchase so that we can check the status of your order further. Usually we will send an email to you when you complete the payment. You can check your email box. Thanks for your cooperation in advance!  
 If you have any questions, please don't hesitate to contact us.

Best regards,  
 Customer Service Support

-----

This email is a service from customer support.  
 On February 8, 2023 at 9:34:31 AM UTC, Abogados

**Graphics 69 - 71: Portions of an interaction between customer who received the wrong item and customer support, with the final message on 8 February.<sup>109</sup>**

<sup>109</sup>[https://www.ocu\[.\]org/reclamar/lista-reclamaciones-publicas/reclamacion-publica?referenceid=CPTES01710262-55](https://www.ocu[.]org/reclamar/lista-reclamaciones-publicas/reclamacion-publica?referenceid=CPTES01710262-55)