

# BBB and Consumers Targeted by Email Scam

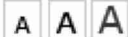
10/28/2011

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## **BBB and consumers targeted by email scam**

*Scammers use StubHub's name to con victims into giving out personal information*

**AUSTIN, Texas - Oct. 28, 2011** - A new email phishing scam hit [Better Business Bureau](#) and consumers across the country this week. The fake emails appear to be from StubHub — a website that allows users to buy and sell tickets to sporting and entertainment events — and use the site's name to trick victims into providing personal information.

"Scammers seem to be getting progressively more difficult to track," said Carrie A. Hurt, president and CEO of BBB serving Central, Coastal, Southwest Texas and the Permian Basin. "Fortunately, in this case, they sent the scam directly to BBB. We are hoping to get the word out in order to minimize the number of victims."

The fake email claims a large purchase is pending on the victim's StubHub account, usually involving boxing tickets in Nevada. It goes on to tell the victim that he or she needs to log on to the site using an attached link to cancel the order.

The link takes the victim to a duped site designed to steal username and password information. Once the victim tries to log on, the scammer has access to all of his or her account information.

Stub Hub said on its website and Facebook page that the emails were not sent by the company or its affiliates and users' credit cards were not charged.

"Please DO NOT click on any link in the email," the company's official statement reads. "If you have clicked on these links, you may need to check your computer for a virus or malware and should log into your StubHub 'My Account' to change your StubHub password. (<https://www.stubhub.com/account/>)."

A company representative asked affected consumers to send a copy of the email to [safety@stubhub.com](mailto:safety@stubhub.com) so they can investigate, and to email any questions or concerns to [yourfeedbackmatters@stubhub.com](mailto:yourfeedbackmatters@stubhub.com).

To [check the reliability of a company](#) and [find trustworthy businesses](#), visit [bbb.org](http://bbb.org).

### **About Better Business Bureau:**

*BBB's mission is to be the leader in advancing marketplace trust. BBB accomplishes this mission by creating a community of trustworthy businesses, setting standards for marketplace trust, encouraging and supporting best practices, celebrating marketplace role models and denouncing substandard marketplace behavior.*

*Businesses that earn BBB Accreditation contractually agree and adhere to the organization's high standards of ethical business behavior. BBB is the preeminent resource to turn to for objective, unbiased information on businesses and charities.*

Contact BBB serving Central, Coastal, Southwest Texas and the Permian Basin at (512) 445-4748.

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