

Payment App Scams



Payment apps such as Venmo and Zelle are digital payments services that allow users to send money to others directly from their bank accounts. Here are some general scams to be cautious of when using any digital payment service:

Phishing Scams: Scammers may send fraudulent emails, text messages, or social media messages pretending to be from Venmo, Zelle or a financial institution. These messages may ask for personal information, such as your account details or banking credentials, with the intention of stealing your identity or accessing your funds.

Overpayment Scams: In this scam, a buyer may contact you for an online sale, claiming to be interested in purchasing an item you have listed. They may send you a payment that appears to be more than the agreed-upon price and then ask you to refund the excess amount. However, the initial payment they sent may be fraudulent or reversed, leaving you out of pocket.

Purchase Scams: Scammers may pose as buyers and ask to pay for goods or services using Zelle or Venmo. They may provide fake payment confirmations or screenshots to deceive sellers into thinking they have been paid. However, no actual payment is made, and the scammer receives the goods or services without paying.

Fake Prize / Giveaways: Fraudsters send unsolicited email or text messages claiming you have won money from Venmo or Zelle. They may even ask you to take a fake survey to receive your winnings. All with the intent to lure you to a link within the message that will usually take the victim to a phishing page designed to obtain personal and Venmo or Zelle login details.

How to protect yourself from these scams:



- ✓ Be cautious of unsolicited messages or emails and avoid clicking on links or downloading attachments from unknown sources.
- ✓ Only use the official app or trusted banking apps to access the service. Avoid logging in through unfamiliar or third-party applications.
- ✓ Be skeptical of requests for personal information or banking credentials. Legitimate companies will never ask you for such details unsolicited.
- ✓ Verify the identity of the person or organization you are transacting with before sending any funds.
- ✓ Double-check payment confirmations or receipts to ensure they are legitimate before shipping goods or providing services.
- ✓ If you suspect you have encountered fraudulent activity, report it to Venmo, Zelle, your bank, and local authorities.

Remember, staying informed, using common sense, and being cautious with your personal and financial information are key to protecting yourself from scams when using digital payment services.