


ALERT Malicious Complaint Email Claiming It's From BBB

12/7/2011

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Better Business Bureau is issuing an urgent SCAM alert cautioning businesses and consumers about an email that looks like it is from BBB, with the subject line "Complaint from your customers." This e-mail is fraudulent; ignore its contents and delete it immediately. If you have already clicked on a link in the e-mail, run a full virus scan of your computer.

The e-mails have return addresses that BBB does not use (one example is riskmanager@bbb.org) and it is signed with the address of the Council of Better Business Bureaus, the national office of the BBB system. The e-mail contains a link to a non-BBB web site. Do NOT click on the link.

BBB is working with law enforcement to determine its source and stop the fraudulent campaign.

This is what the email looks like (click to enlarge):

From: ::Better Business Bureau:: [mailto:risk.manager@bbb.org]
Sent: Wednesday, December 07, 2011 8:28 AM
To: [redacted]
Subject: BBB service Re: Case # 62120331
Importance: High

Dear Sirs,
 The Better Business Bureau has received the above-referenced complaint from one of your associates on the subject of their dealings with you. The details of the consumer's concern are presented in attached document. Please review this issue and inform us about your point of view. Please [click here](#) to answer this complaint.

We look forward to your urgent response.

Faithfully yours,
 Shawna Dennis
 Better Business Bureau



Council of Better Business Bureaus
 4200 Wilson Blvd, Suite 800
 Arlington, VA 22203-1838
 Phone: 1 (703) 276.0100
 Fax: 1 (703) 525.8277

Average Rating

RATE IT

Tagged under [scam alerts](#)

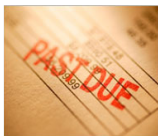
Related Articles

12/01/2011

[Finding a Trustworthy Kennel to Board Your Pets](#)

When you can't take your pet with you, finding a kennel or pet care service you can trust is paramount. The Better Business Bureau created a checklist to help owners choose a reliable home-away-from-home for their pets.

12/01/2011



[BBB Warns Homeowners: Changes to Mortgage Rules Bring Out Scams](#)

Some homeowners who are "under water" with their mortgages can refinance under the new Home Affordable Refinance Program (HARP), but BBB is warning

consumers that scammers are gearing up for the rush of applications.

12/01/2011

BBB Business Advice for Tackling Holiday Gift Returns

BBB is advising businesses to make sure that their return policies are simple and solid before tackling customer gift returns this holiday season.