

BUSINESSSAFE

BusinessSafe is designed to aid businesses in protecting the safety and well-being of Florida's residents and visitors from threats. BusinessSafe provides private sector partners with open source information, analysis and resources to help protect their businesses and communities.

Florida Fusion Center 21-073

June 2021, Issue #52

BusinessSafe Threat Topic: Rideshare Scams

Rideshare scams seek to defraud a customer, driver, or rideshare company. The scam may be committed by users of the service, drivers, or third-party actors. Most rideshare companies take steps to ensure the safety and security of passengers and drivers. Still, fraudulent actors may seek to exploit the technology used by the rideshare companies to obtain funds or personal identifiable information for use in other fraudulent activities. Rideshare companies offer multiple tips and resources for rides and drivers to assist them in protecting themselves from scams.

Criminal Activity

- 1. Cancellation scam** – Cancellation scams are committed by some rideshare drivers who purposely try to force passengers to cancel fares they have already accepted. While there are legitimate reasons why a rideshare driver would cancel a fare, in the cancellation scam, the intent is to obtain a portion of the cancellation fee. While most rideshare companies have safeguards in place to prevent these types of scams from occurring, they may go unnoticed unless reported by the customer.

[Uber Drivers Cancelling Trip When Fares Too Cheap](#)
[Seven Ride-Sharing Scams to Watch Out For](#)
- 2. Vishing scam** - Scammers may call rideshare drivers claiming to be a representative of the company. The scammer may ask the driver for their account information and passwords so they can assist them or claim they need account information to give the driver a financial incentive for their assistance. The scammers may also try to circumvent two-factor authentication requirements by keeping the driver on the phone and asking for the verification code. Once in the driver's company account, the scammers can change the account's information and they would also have access to any personal information and the driver's funds.

[Scammers Target Uber Drivers Pay](#)
[Con Artists Are fleecing Uber Drivers](#)



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3. **Fraudulent damage charges** – While damage can sometimes occur to a vehicle by the rideshare passenger, some bad actors may also attempt to scam passengers and the rideshare companies by claiming false damages occurred during a ride. Companies have requirements that drivers must meet when claiming these incidents have occurred, such as requiring photographic evidence. Scammers may use altered or staged photos to scam the company into believing their claim is real. If the company deems a claim by the driver is real, it will then charge the passenger a cleaning or damage fee.

[Chicago Man Fights Fraudulent Charges Scam It's Called Vomit Fraud. And It Could Make Your Uber Trip Really Expensive](#)

Ways to Protect Yourself from Rideshare Scams

- Confirm the driver's name, picture, and vehicle information with the app prior to entering the vehicle.
- Always be cautious when clicking links or responding to text messages from unverified sources.
- Never give anyone your account password information, even if the person claims to be a company representative.
- Take pictures prior to entering and after exiting the vehicle.
- If you believe you are a victim of a rideshare scam you should immediately report the concern to the rideshare company.
- If you believe your rideshare account has been compromised report it to the bank or credit card company linked to the rideshare account.

Resources

The Federal Trade Commission offers [resources](#) for reporting scams.

*To sign up to receive **BusinesSafe** directly to your email, visit our [website](#).*



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