



URGENT: You have a fake seller that just tried to scam me from your website

To: support@nextdaypets.com

Mon, Apr 16, 2018 at 6:01 PM

Hello,

I just recently created an account on your site on Saturday searching for anyone with Schapendoe puppies that isn't from Canada. We were almost scammed out of a *lot* of money in dealing with your website.

Our family is looking for a new puppy as one of our two dogs passed away in January. We are very particular to the breed of puppy we want and size once grown, but cannot afford as much as the breeders charge, or the pet stores around where we live because they are extremely overpriced in our area.

I discovered this scam by accident, and now I'm glad the accident happened because I almost was going to pay these people \$800-\$1,000. If you come from a household like ours you know that is not pocket change.

I am so completely disappointed in my experience with your website in such a short amount of time (2 days) that I want an immediate refund of the \$10 I paid for the two separate puppy profiles. My login information is below at the end of this email so that you may find my account. The first payment of \$5 was done before I created an account on your site, so I have attached PDFs of your "thank you for your profile request" emails for each time I paid as proof. A legitimate site should have no problem whatsoever finding my two payments.

When I first visited your site on Saturday, I created a puppy profile to search for Schapendoes because the only place we could see this breed available was Canada. We live near [REDACTED] and certainly can't afford to drive to Canada and back on top of the cost of a puppy. For kicks, I thought I'd see if there was anyone in nearby states that just so happened to have these kinds of dogs or maybe a private owner who just so happened to have an accidental puppy situation. I received the first email almost immediately from these fake sellers going by the name "Cassandra" and thought it was legit. I then replied answering all of her questions. That same day I went back to your site to fill out a profile for Cavachons and two more. I noticed I hadn't created a log in account and had to pay your \$5 a second time to submit another profile. I did so because I included three breeds on this one and felt it was fair given that I didn't read through slowly enough the first time. This is the accident I mentioned that revealed the scam, that I am **so happy** I made.

This morning I received two emails from Cassandra. The first one was in reply to my response to her first email about her two Schapendoe puppies. I have that attached below as a PDF. You won't have to spend too much time reading through the second of three emails in the conversation (my reply) because all it does is answer her questions about us as the adopting family and our environment that sure sounded like questions from a legit seller. However, please pay close attention to the first and third email in that PDF, the ones by Cassandra. Especially the first one including typos and what exactly is said. In the third email, her reply to me, something didn't sit right with me, such as some bad grammar and typos and a lot of repetition and illogical sentences, but I reasoned that possibly this was a person who was less educated or in a hurry and tried not to be so judgmental. It also didn't sit right that I had to somehow arrange sending money ahead of time before ever seeing the dogs in person and without any tangible and enforceable guarantee that they would actually be delivered to me. They also over-emphasized that they weren't "selling" the dogs, but only asking that we pay for the delivery and paperwork and registration as they wanted to "help us out" ... and that raised a flag. \$800 is quite steep for one puppy's registration and delivery coming from [REDACTED] so it sure seemed like a sale. I wasn't sure if this was legit or not, but when I stopped to think about it I realized they only contacted me because of *your* website. I hadn't posted my interest anywhere else. You seemed very careful and reputable when setting up my buyer account, so how much more careful would you be setting up the seller accounts??? I thought it *must* be a legit contact, either that or your site is a very illegal and a dangerous site. They contacted me *immediately* after both puppy profiles.

Before going to your site to look for contact information to verify the legitimacy of this seller, I noticed Cassandra's second email which is attached as a PDF below, and holy cow what a saving grace to have an answer about legitimacy *so quickly and clearly*. Notice the identical details and typos in this email about Cavachons to her first email about Schapendoes. It is impossible for these details to be identical regarding two different breeds. These people don't even check if they have already contacted you before, even if just the prior day!!! This new email was responding to the second profile I filed yesterday as if it was done in bulk processing to hit as many gullible people as possible.

You either are a very shady site for this to happen so quickly as it has, and need to be reported to the BBB and across the internet, or you have a serious, serious security problem with your buyer's information and with your vetting of sellers.

Either way, this is not good on you. By the way, you need a hell of a lot more than a "Facebook" profile to be legitimate. I have three phony Facebook profiles for gaming for my kids, and let me tell you it's quite easy to do regardless what they say up front. I've had these profiles for over four years!! Using the three things on your site that you use for identification is comical given that anyone can get a bogus phone number with a "Pay as you Go" phone or a Facebook profile, and you don't require them to be validated with Pet Pay - which I also now doubt the legitimacy of given what has happened so far.

You state in your FAQ about avoiding scams

"We use the same systems EBay and other large marketplaces use to validate customer identification. Your sensitive information is safe and not saved in our systems as we do not run this process. Only honest, law abiding US citizens may successfully validate their identity."

That is an outright lie. I have been an eBay seller since 2006, and part of both them and PayPal since their inception. I can tell you that you do not validate customer identification the way that they do, and I have had to do it five different times for all my family members. If you are going to compare your site to the vetting procedures of eBay, you had better validate checking accounts and addresses, making sure accounts/credit cards match up with the provided address, as well as SSN as both they and PayPal do!! They both even required proof of age! They do NOT use things like "just a cell phone number" and a "Facebook account!!" Who is in charge of your policies??? That statement in your FAQ is a scam to elicit trust in those ending up at your site ... given your vetting methods. Maybe you should look more closely at what eBay actually does do to verify identity ... much more closely beyond a cursory view. It is **NOT** easy or quick, and they can be trusted. I can't say the same for your site after what happened, and if you are legit, I do hope you *immediately* change your methods for verifying the identities of your **sellers**, and provide to the potential buyers verification of the authenticity of the seller to be selling dogs, even if they are just private homeowners like me who happen to have dogs they need to find homes for. Verifying their identity and getting identification from them ahead of time that makes tracking them down in the event of fraud much easier. It will also give buyers a better sense of security in working with your sellers. I mean, come on.... you validated the identity of a **dishonest, non-law-abiding citizen!** Completely opposite what you say in your FAQ above!

Attached are 4 PDFs:

- 1) First email regarding Schapendoes - includes three emails (two replies, one by me to her first email, and one by her in response to my reply.)
- 2) Second email regarding Cavachons - identical to the first email regarding Schapendoes
- 3) A copy of my bank statement showing the two payments of \$5 to you, the first with my husband's debit card and the second with mine.
- 4) Your emails regarding the two puppy profiles and the welcome message after creating an account in between the two profiles.

My ID on your site is [REDACTED] and is linked to the email [REDACTED]
I paid by a Visa debit card both times and proof on my bank statement is also below.
[REDACTED]

4 attachments

-  **First email re Schapendoes by Cassandra.pdf**
209K
-  **Second email re Cavahons by Cassandra.pdf**
52K
-  **Checking [REDACTED] recent transactions.pdf**
591K
-  **Next Day Pets profile emails.pdf**
155K