

Vacation Rental Scams

If you have experienced a vacation rental scam,

FOLLOW THESE IMMEDIATE ACTION STEPS

- Collect all relevant documentation related to the scam and keep them in a secure file. You may need to provide this documentation when you file a report.
- Report fraudulent activity immediately to the site where the ad or referral was posted:

Airbnb	HomeAway	Kayak	TripAdvisor
Booking.com	HomeStay.com	RCI	VRBO
Expedia	HomeToGo	RedWeek	

- If you have wired money or made a payment and suspect it is a scam, contact your financial institution and/or the money service you used right away.

You can reach the complaint department of MoneyGram at 1-800-MONEYGRAM (1-800-666-3947) or Western Union at 1-800-325-6000.

- If you paid any fees with a credit card, dispute the charge with your credit card provider right away:

Visa 800-847-2911	Discover 801-902-3100
American Express 800-528-4800	Capital One 800-227-4825
MasterCard 800-307-7309	Chase 800-432-3117

- Contact your [State Consumer Protection Office](#) for help.
- For more incident specific help, visit [FightCybercrime.org](#).