

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:

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

- 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:

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|---|--|
| 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](#).