

Having Your Cake and Eating It: An Analysis of Concession-Abuse-as-a-Service

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Concession Abuse



Couple Stole \$1.2M Worth of Cameras and Electronics from Amazon

22-Year-Old Allegedly Scammed Amazon Out Of \$370K With Return Shipments Filled With Dirt

North York man charged with tricking retailers into refunding \$20,000 in unreturned items

Okabe's

REFUNDING SERVICE

I will be offering my refund service after learning and having successful refunds of my own on many stores. I will list stores that I am most comfortable refunding, however if you have one that is not on the list, contact me and I will see what I can do. No question is a stupid question, unless it has been answered in sales thread, so please read it before contacting.

STORES


USA, Canada

FEE
10%

NOTE
1 ITEM

MAX LIMIT
\$5,000


USA, Canada

FEE
10%

NOTE
1 ITEM

MAX LIMIT
\$1,200


USA, Canada

FEE
10%

NOTE
1 ITEM

MAX LIMIT
\$5,000


Worldwide

FEE
10%

NOTE
SAME COMPANY AS A&F

MAX LIMIT
\$500


Worldwide

FEE
10%

NOTE
SAME COMPANY AS HOLLISTER

MAX LIMIT
\$500


USA, Canada

FEE
10%

NOTE
-

MAX LIMIT
\$500

Dataset Overview

4

Underground Forums
(2005-2019)

559K

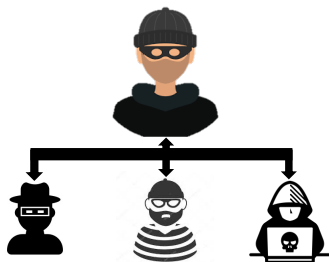
CAAS Threads

382K

CAAS Posts

953K

Users Discussing CAAS

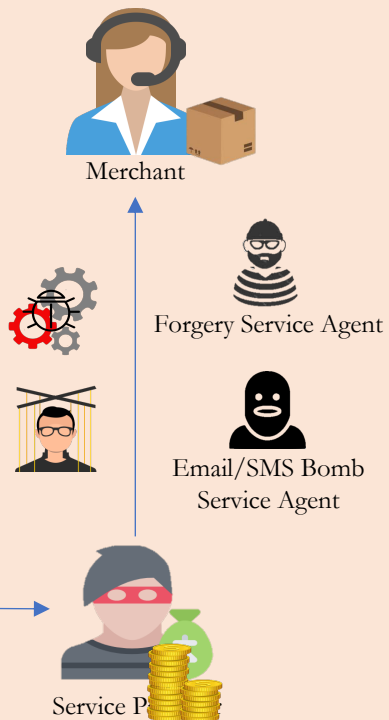


A Typical Example of CAaaS

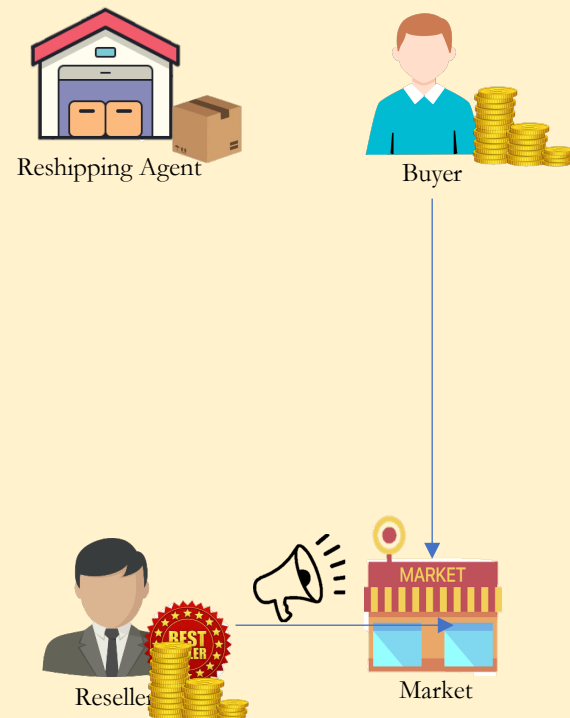
Preparation



Execution



Monetization



Top 10 Targeted Merchants



From Novice to Seasoned Scammer



"It was pretty easy, I ordered a laptop from DX and I contacted them I didn't got it so they sent a new one."



From Novice to Seasoned Scammer



"... I've been trying to SE a google pixel xl 2 ... both times everything went well until they asked for a proof of purchase. ... I'm not exactly sure what I'm doing wrong ..."

"Gift/ Giveaway doesn't work too well anymore for UK. I'm assuming you're trying UK."

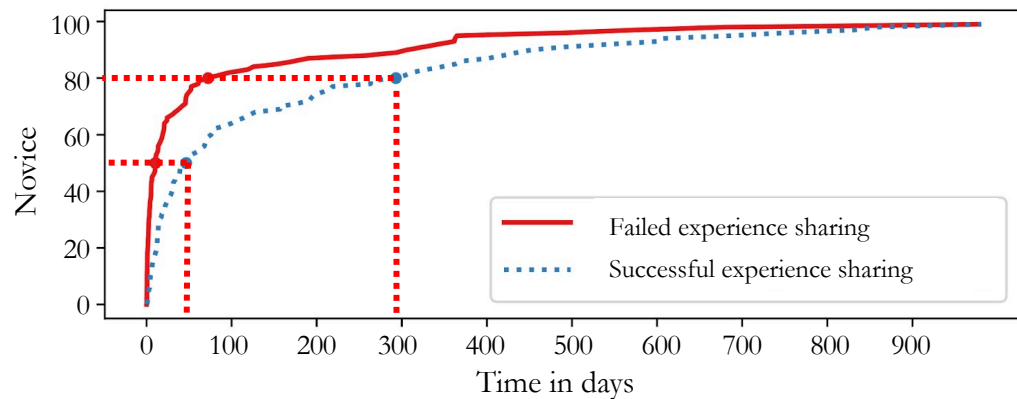
"So get a POP and give them fake receipt"



From Novice to Seasoned Scammer

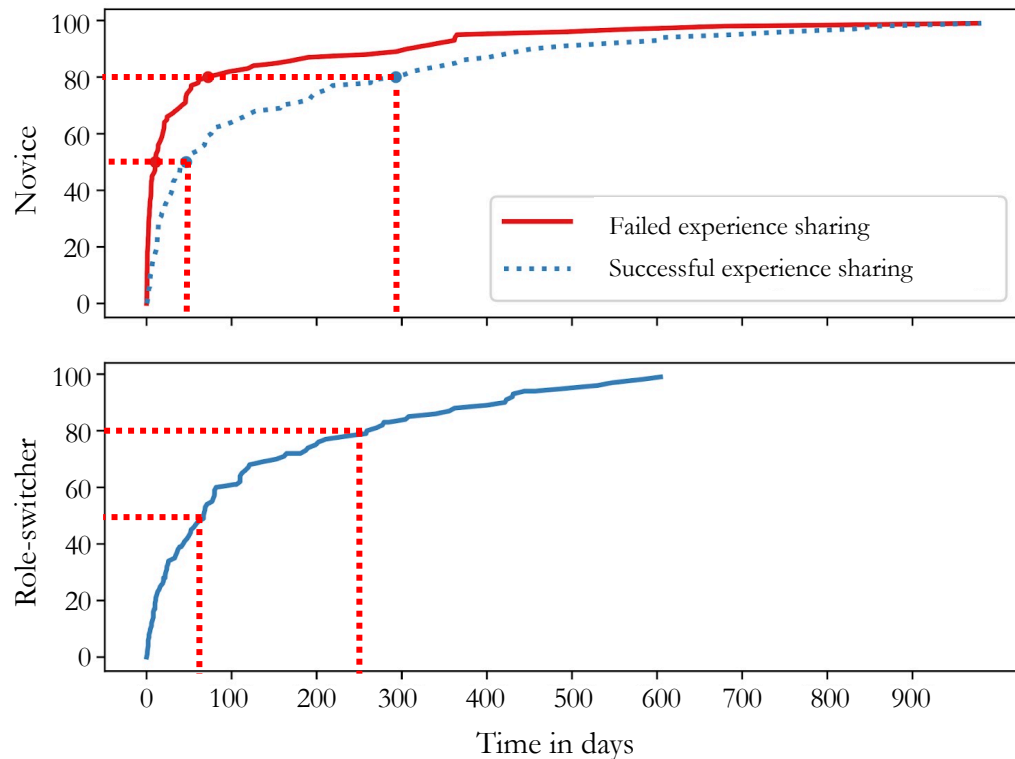


From Novice to Seasoned Scammer



50% and **80%** of the novice scammers posted their first success within **46.7** days and **293.1** days

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50% and **80%** of scam initiators take **67** days and **259** days to start their business after first buying scam services.

Financial Loss



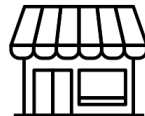
Nov 16, 2019 – Feb 28, 2020



1,076 Members



17,898 Messages



25 Merchants



227 Screenshots



\$81,159.27

Mitigation



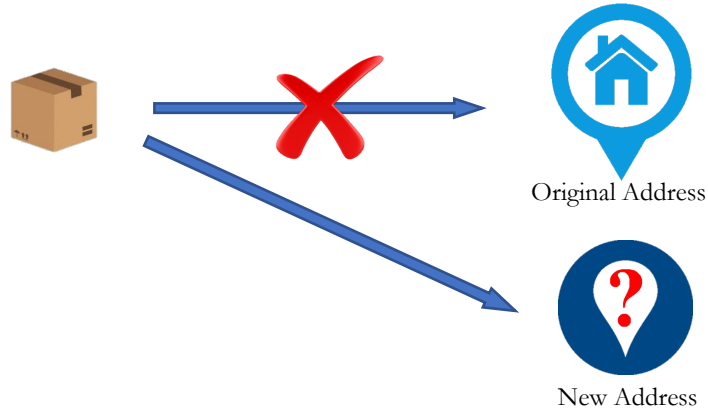
Account



CSR



Merchant



| Product Description | Sale Qty | Final Price |
|--------------------------|----------|-------------|
| Rate Inquiries | 1 | |
| PM 3-Day | 1 | \$17.10 |
| (Domestic) | | |
| (FRAUDLAND, NY 12345) | | |
| (Weight: 8 Lb 15.4 Oz) | | |
| (Expected Delivery Day) | | |
| (Saturday 06/10/2017) | | |
| (USPS Tracking #) | | |
| (9505 0000 0000 0000 00) | | |
| Insurance | 1 | \$0.00 |
| (Up to \$50.00 included) | | |
| ClrTape1.88"x8 | 1 | \$3.49 |
| 00" | | |
| (Unit Price:\$3.49) | | |
| Total | | \$20.59 |
| Cash | | \$50.00 |
| Change | | (\$29.41) |

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Mitigation

| Mitigation Protocol | Non-negative Attitude | Willingness to Continue Shopping |
|---------------------|-----------------------|----------------------------------|
| Investigation | 93.2% | 90.2% |
| Providing Proof | 75.4% | 68.6% |
| ID Verification | 94.9% | 93.6% |
| Local Return | 80.1% | 86.0% |
| Separate Shipping | 94.5% | 93.6% |
| PIN for E-gift Card | 92.8% | 92.4% |
| Secondary Contact | 86.9% | 87.7% |

“providing extra proof is inconvenient and that their moral character is being questioned”

Real World Impact



Thank you !

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