

## POTENTIAL WEBSITE FRAUD

### WHAT YOU SHOULD KNOW - WHAT YOU CAN DO

Internet fraud is a global problem that affects all kinds of businesses, including tourism. There have been tourism cases documented in Yukon, Alaska and BC in the recent past. There have also been a number of suspicious websites identified by the industry in the past few months.

In discussion with the local RCMP office and others, the Tourism Branch has compiled the following information for businesses and consumers.

#### TOURISM BUSINESSES – Steps you can take

##### Be Vigilant:

- Be aware of how your business is presented on the web. Google your business name on a periodic basis to see what comes up and/or browse other internet sites selling Yukon product. Know who is promoting you and determine if you want them to continue or not

##### Take Action:

- If your business is presented without your knowledge or permission, contact the website provider immediately to resolve any issues.
- If there is insufficient contact information for the provider, there are websites (listed on the next page) which can provide you domain registrant information, the website ip address and the website host. Again, use this contact information in an attempt to resolve any issues. If unsuccessful, register a formal complaint with the website host.
- If these steps fail, you can register a complaint with the Canadian Anti-fraud Call Centre. They can be reached at this toll free phone number, 1 (888) 495-8501 or you can visit this website, [www.phonebusters.com](http://www.phonebusters.com) , you can also register a complaint electronically at [www.recol.ca](http://www.recol.ca) .
- As a business, it is prudent to advertise on your website your affiliation with tourism agencies or organizations to give potential clients confidence that your business is reputable.

#### CONSUMERS - Steps they can take

##### Be Vigilant:

- Be aware of who you are doing business with on the internet. If the website does not present a physical address or phone number, this

is not a good sign. If the website or the businesses presented on the site are not a member of a recognized industry association or organization that can verify the site you should be concerned and investigate further.

- An alternative method of booking travel arrangements is to use an established travel agent or travel trade representative in your region or country of origin...

#### Take Action:

- Canadian Consumers can go to the Canadian Consumer Protection Site - <http://consumerinformation.ca/app/oca/ccig/main.do?language=eng> – and file a complaint. If the business is located in the US, you will have to register a complaint using the website below.

#### DEPARTMENT OF TOURISM & CULTURE – Steps we will take

##### Facilitate Communication:

- When the department becomes aware of a suspicious website, we will inform businesses listed on the site of our concerns and advise each business to follow-up and take appropriate action.
- We will also provide related information on how to take action on our website: [tc.gov.yk.ca](http://tc.gov.yk.ca).

#### INTERNET WEBSITES TO ASSIST YOUR RESEARCH

[www.whois.com](http://www.whois.com) – by entering the website domain name, you can learn information about the website registrant.

<http://ip-lookup.net> – this website will help determine the ip address of the website.

<http://www.hcidata.info/host2ip.htm> - this website will help you determine the name of the company which is hosting the website.

[www.phonebusters.com](http://www.phonebusters.com) – enter your complaint with the Canadian authorities on this website or [www.ecol.ca](http://www.ecol.ca) . If the fraud touches on the US, you may have to contact [www.ic3.gov](http://www.ic3.gov) .