Dear Trea Leach,

Customer # 16011336

Thank you for taking the time to contact CashNetUSA about your recent experience with fraudulent debt collectors. We are very sorry that you have been a victim of this fraud. CashNetUSA, along with many other lenders, has been targeted by several unknown and illegal organizations that are making fraudulent debt collection calls and referencing our company’s name.  CashNetUSA values all of its customers, obeys all applicable collection laws, and works with federal and state authorities upon request to help locate and prosecute these fraudsters.

If you’ve made a payment to a fraudulent debt collector, notify your bank, debit card company or wire transfer company of the payment, and provide details that the payment was fraudulent. They may be able to refund your payment to you since it was procured by fraud.  You may also want to contact local law enforcement to inform them of this fraud.

Should you receive additional calls, here are some tips on how to handle them as well as steps to help you avoid being the victims of fraud.

A collector may be fraudulent if:

• You have never received a loan from CashNetUSA or any of its affiliates.

• You received a loan from us, but paid it back in full.

• The caller is unwilling to provide payment history information or proof of a loan agreement.

• The caller threatens violence or uses foul language.

• The caller threatens arrest or other criminal action or claims they are members of law enforcement including police officers or FBI agents.

• The caller is telling you to make a payment to them in order to receive funds.

If you receive a fraudulent collector call:

• Please be aware that the fraudulent collectors may have a lot of real information about you.

• Do not give out or confirm any personal information to the callers unless they are able to prove they are legitimate by providing you with loan contract or payment history information.

• Always ask the collector for a call back number. Keep in mind that sometimes the fraudsters provide fake numbers, so there is no need to call them back.

• Tell them that you will not make any payments or give out any personal information unless the details of the original loan can be confirmed.

• It is OK to hang up on abusive or threatening debt collectors.

• Unfortunately, because we are in no way associated with these companies, we are unable to stop them from making the calls.

Filing a Report Matters!

For more information, please refer to this FBI report on fraudulent debt collectors:

• <http://www.fbi.gov/scams-safety/e-scams>

If you also wish to file a report with the FBI, you may do so at this site:

• [www.IC3.gov](http://www.ic3.gov/)

The Federal Trade Commission (FTC) has published tips and information about fake debt collectors here:

• <https://www.consumer.ftc.gov/articles/0258-fake-debt-collectors>

As a reminder, CashNetUSA is not involved with these calls in any way.  Thank you for your help and for being a valued CashNetUSA customer!

Best regards,

The CashNetUSA Fraud Department

Fraud Hotline: 866.254.3581

Email: [fraud@cashnetusa.com](mailto:fraud@cashnetusa.com)