

# ONLINE MEAL DEAL – BROUGHT TO YOU BY FRAUDSTERS

How criminals are abusing food delivery services like DoorDash, Uber Eats, and Grubhub

Cyber Fraud Intelligence Report

September 2019



DOORDASH

Order received

Taco Bell - 10:12pm arrival



**“Cheap food is an illusion. There is no such thing as cheap food. The real cost of the food is paid somewhere...”**

- Michael Pollan



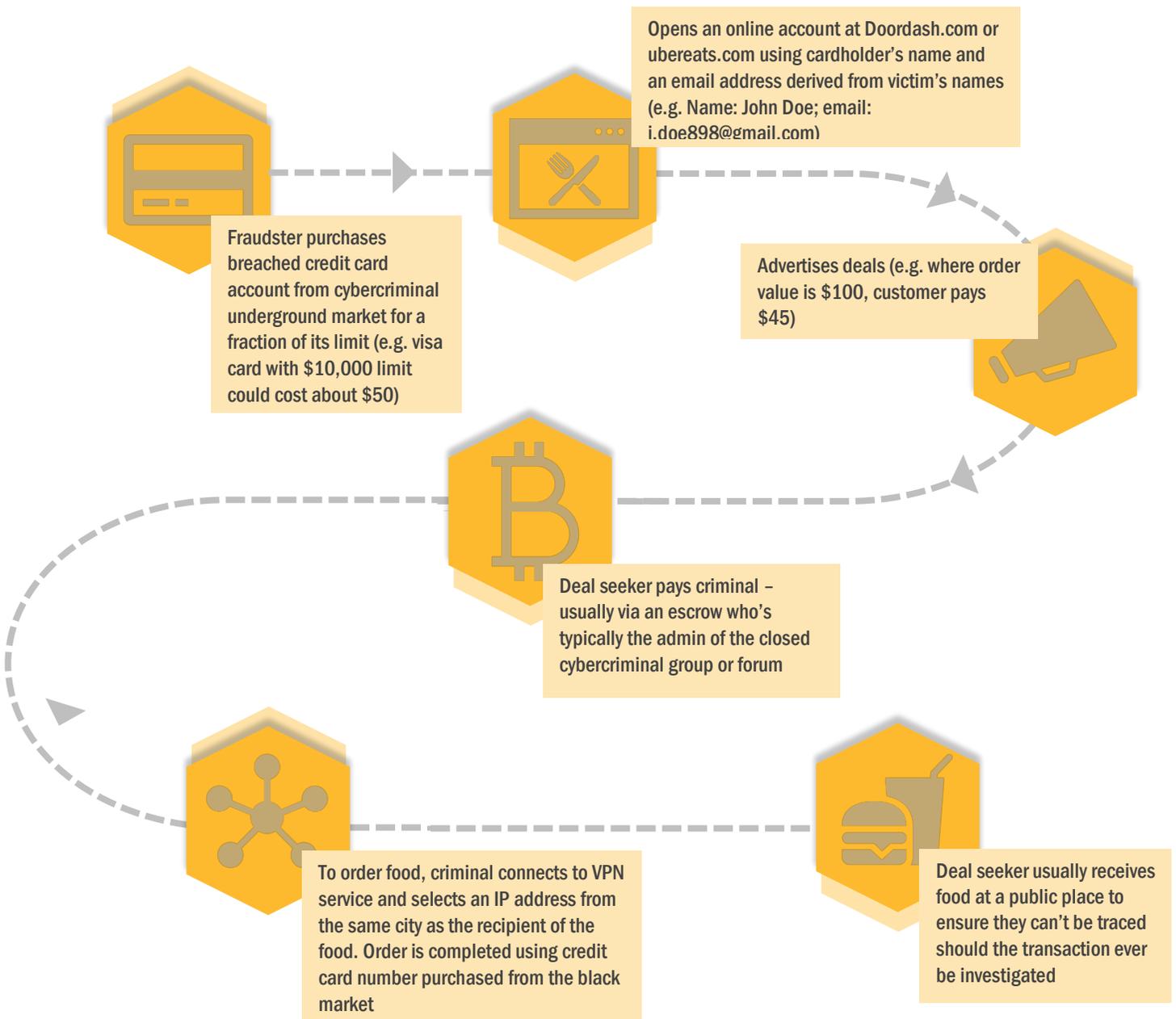
It is often said that the Internet, like every other invention or scientific advance, can be used for great good as much as it can be used for great evil. This is exactly true for a lot of mobile food ordering and delivery brands, which are rapidly gaining popularity.

As with every service, there are use cases (i.e. how service providers intended for the service to be used) and misuse cases (i.e. uses which service providers hardly anticipate). Services like DoorDash, Uber Eats and Grubhub are rapidly gaining popularity due to their

ease of use and convenience. One of the key selling points of these services is that customers can order food, and have it delivered to them anywhere. This is exactly what's being mostly abused by cyber fraudsters.

# MISUSE CASE

The process of signing up to use an on-demand food ordering and delivery service is quite simple. No other information is required apart from first name, last name, email address, password and telephone number. No verification of identity is required, which makes it very attractive for cyber fraudsters who use employees of food delivery companies to deliver fraudulently acquired meals to meal deal seekers. Of these three parties, the only one unaware of details of the transaction is the delivery agent. Here is how the fraud is typically perpetrated:



Quite a number of providers of this criminal service have emerged in recent times, which is an indication that it's currently yielding tremendous returns.

This fraud scheme significantly threatens the brands of mobile food ordering and delivery companies. Grubhub, DoorDash and Uber Eats collectively boast of partnerships with over 500,000 restaurants. As this menace gets worse, many of the popular restaurants will begin to sever ties with mobile food delivery companies when chargebacks begin to seriously eat into their profits. Cardholders are protected in pretty much every market where these companies operate therefore when cardholders dispute unauthorized transactions, merchants would have to reverse those transactions. Thus, the real cost of the food would have been paid by the restaurant in addition to what it pays the food ordering and delivery company for its part in the whole equation.

Alexis



Doordash orders up 🍷🍕🍔🍹  
Alcohol orders also accepted 🍷🍹  
How to request for a order?  
1. HMU with cart details.  
2. cart should be any min you want .  
3. I will place the order.  
4. Pay me via Cash App and BTC.  
5. Sit back and relax, order will be at your doorstep in some minutes.

#Verified #Vouched  
cash app and btc accepted. 8:33 PM

1. DoorDash order takers advertising their services on a closed group monitored by DIGISS

Daa Great (online) Reply



Doordash Up 40% !!! Now accepting Bitcoin !!!  
Non carded or cracked service so order safely to your home  
Payments: Bitcoin  
Ask for specials over 140\$🇺🇸  
To order send:  
1.Screenshot of cart  
2.Name , Address & Number

2. DoorDash orders up to 40% off

Nikki [Uber Services] Reply  
-----Hungry? Order Uber Eats 😊-----

- 1 Share your complete Address, Restaurant name and Delivery notes if any.
- 2 Prepare cart with your choice of food 🍷🍕🍔🍹
- 3 Share screenshot of checkout page (final amount after taxes, delivery charges etc)
- 4 Be ready to pay through -BTC,Cashapp,
- 5 Get timely updates about your order status till it's delivered to you!

Check username before dealing  
-----+++ @nikkiuber +++-----  
HMU for #Vouched #Fast #Reliable Service 🇺🇸  
Call me if not responding 7:30 PM

3. How to get Uber Eats for a fraction of the cost

**Contact us at  
Info@digissllc.com to  
proactively defend your brand  
against abuse and misuse.**

# ABOUT DIGISS

DIGISS is dedicated to tackling everyday cyber security challenges. Through continuous understanding of the evolving tactics and techniques of cyber adversaries, we're able to implement effective countermeasures that are designed to significantly thwart their efforts.

Our business-aligned cyber security consulting and fraud intelligence services are guaranteed to provide measurable value to any organization that relies on us for a solution to their seemingly complex cyber-related challenges.

Learn more: [www.digissllc.com](http://www.digissllc.com)