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Job Fraud Trends September 2009

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Types of Visitors

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- ▶ Job seekers
- ▶ Employers, recruiters, job boards, and others in career services
- ▶ Educational institutes (colleges and universities)
- ▶ Law enforcement
- ▶ Private organizations
- ▶ Government organizations
- ▶ Consumer advocacy organizations
- ▶ Media (newspapers, radio, TV, Web-based)



Trend #1

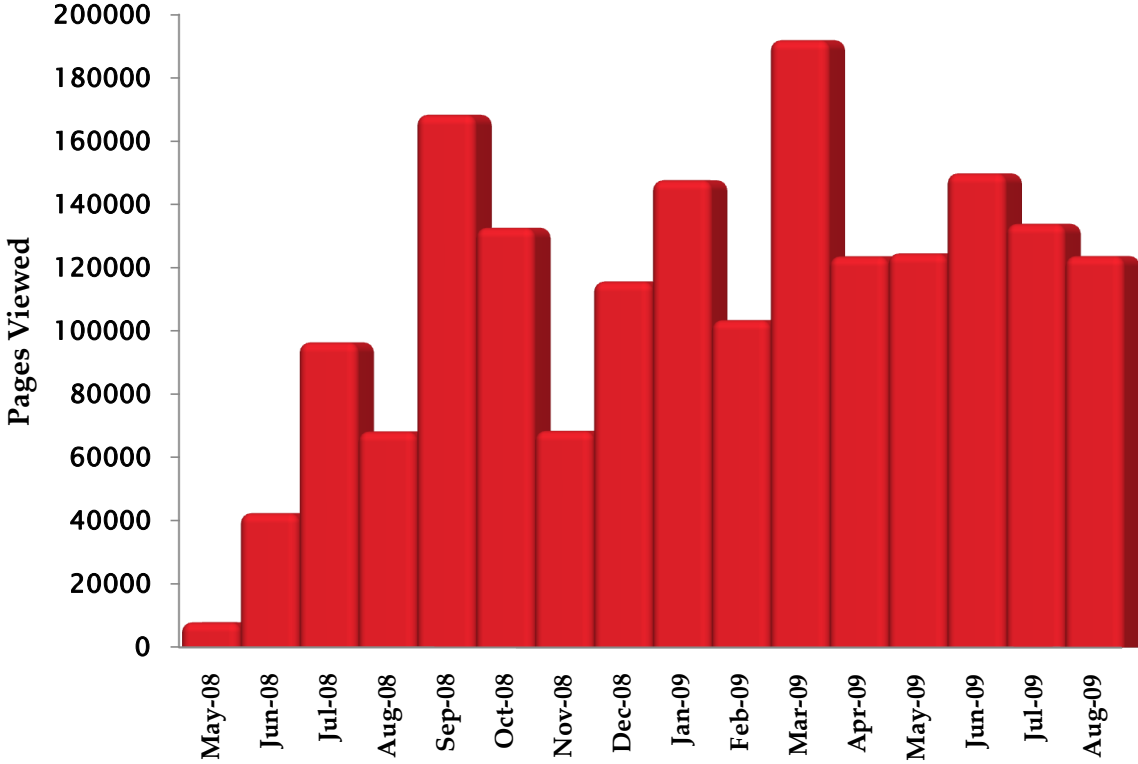
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Is there a correlation between job fraud and the economic recession?



Pages Viewed Per Month

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Trend #2

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Are certain countries targeted more than others? If so, why?



Visitors by Country

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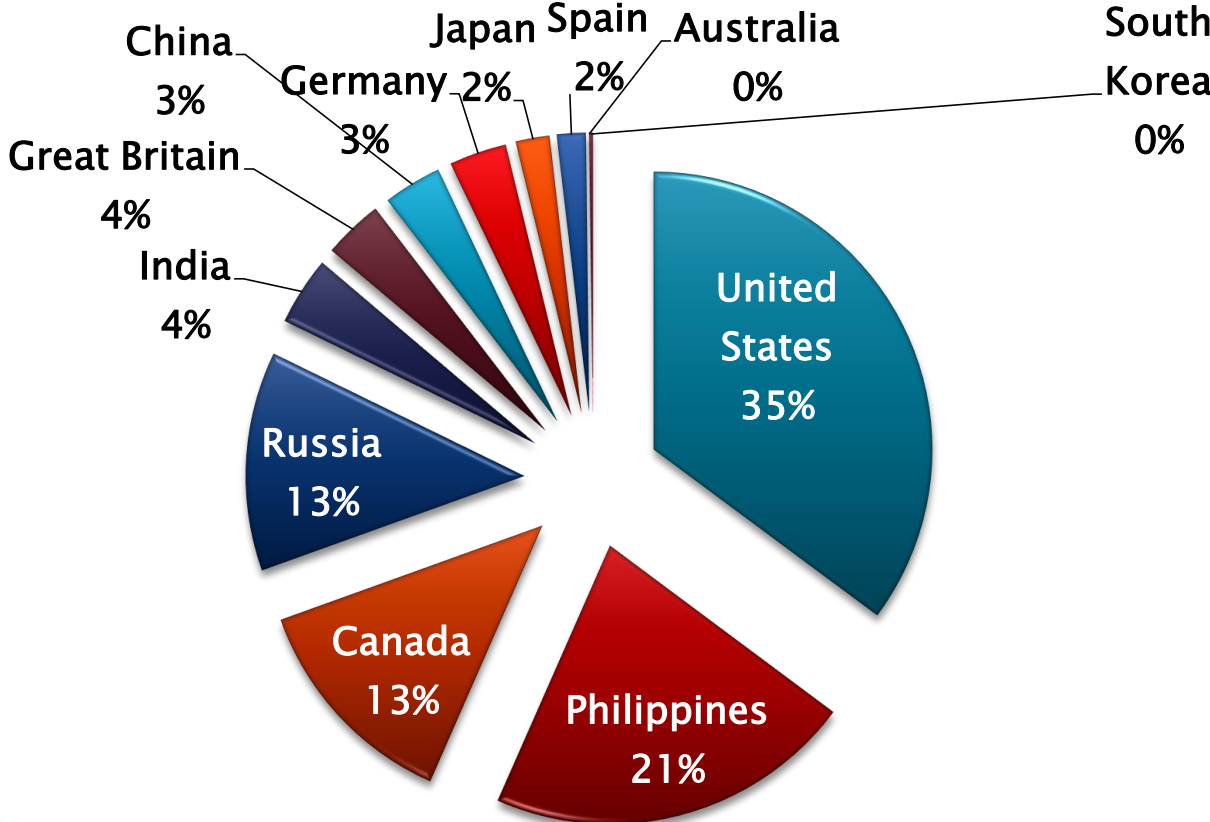
Pages viewed ranked by country

▼ Page Views 2009		▼ Page Views 2008		▼ % Increase Since 2008	
United States	736786	United States	614863	United States	35%
Philippines	74658	Great Britain	12708	Philippines	22%
Canada	50736	Spain	10106	Canada	13%
Russia	44751	Australia	7218	Russia	13%
Great Britain	24681	Canada	5976	India	4%
Spain	15731	South Korea	5833	Great Britain	3%
India	15225	Germany	3012	China	3%
Germany	14401	Japan	2524	Germany	3%
China	13205	India	1547	Japan	2%
Japan	9209	China	1488	Spain	2%
Australia	7245	Russia	845	Australia	0%
South Korea	5233	Philippines	398	South Korea	0%
Grand Total	1011861	Grand Total	666518	Grand Total	100%



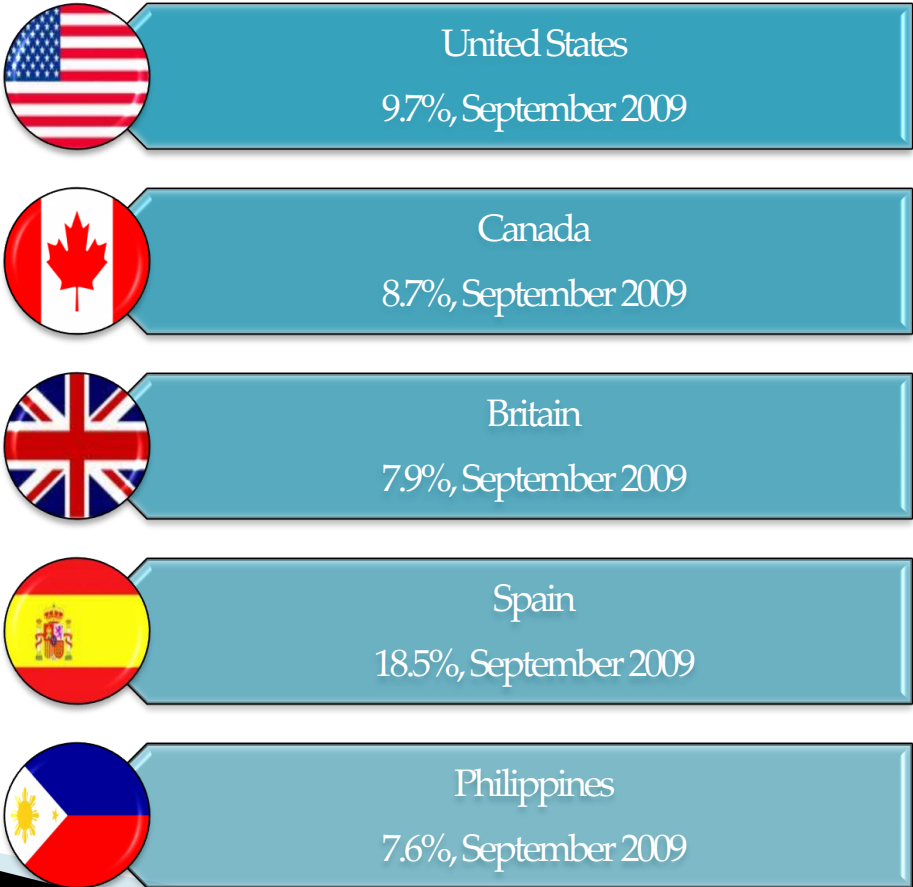
Page View Increase 2008-2009

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Unemployment Statistics

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Trend #3

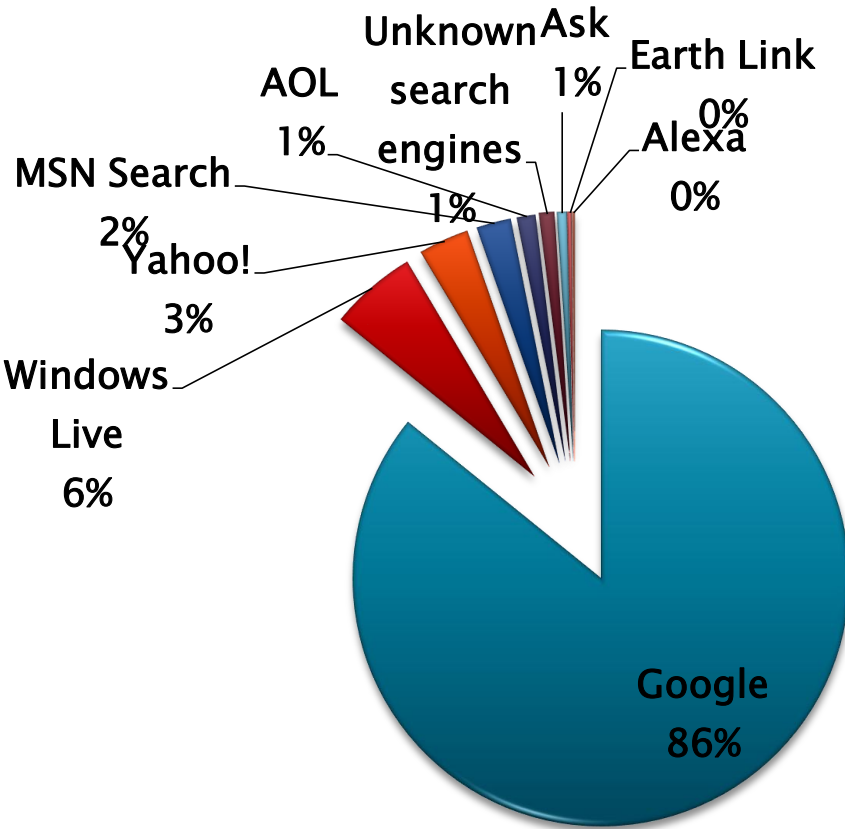
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How are people finding out about job fraud?



Top Search Engine Referrers

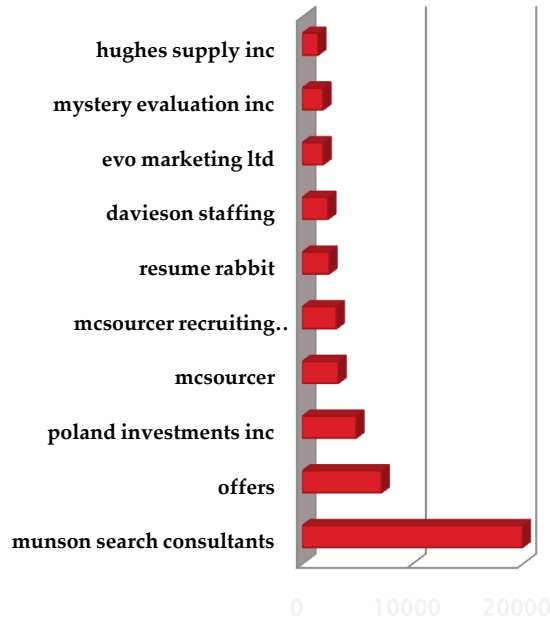
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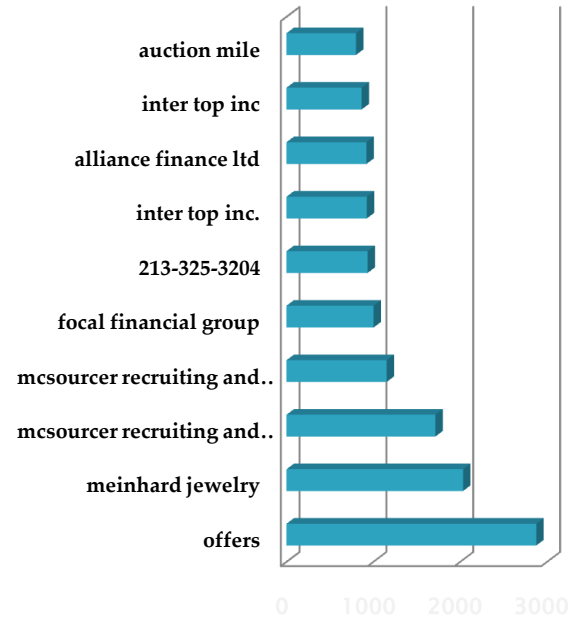
Top Keyword Searches

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Top Keywords Searched 2009



Top Keywords Searched 2008



Trend #4

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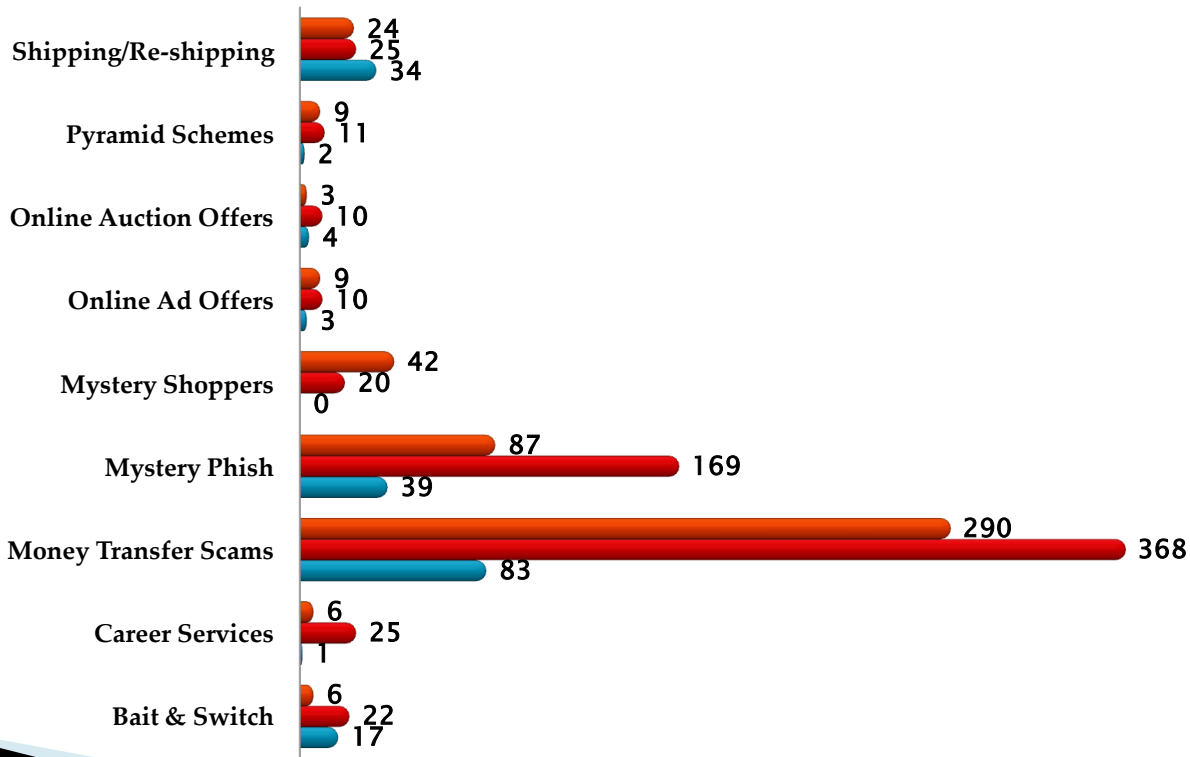
What types of scams are the most lucrative?



Offers Posted by Type

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■ Offers Posted in 2009 ■ Offers posted in 2008 ■ Offers Posted in 2007



Job Fraud Paths

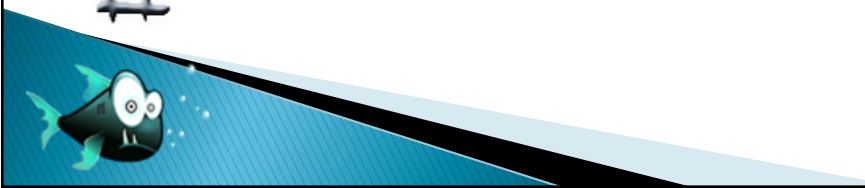
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Trend #5

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Who else is vulnerable to job fraud besides job seekers?



SpooFs

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CareerBuilder
Monster
Mailboxes Etc.
Honeywell
BASF / Wintershall
Habitat for Humanity
Federal Bureau of Investigation
(FBI)
United Nations (UN)
Toshiba
US Embassy
Chevron
British Consulate General
Adecco
Wal-Mart
UNICEF
Volt Technical Staffing

ING
LG Electronics
Kraft Foods
Ashley Furniture
Coca Cola
Internal Revenue Service (IRS)
Texaco
Ericsson
Revenue Canada
House of Couture
US Treasury / Federal Reserve
Western Union
Gulf Oil
DHL American
La-Z-Boy Furniture
Girl Scouts of America



Industries Affected by Job Fraud

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- ▶ Transportation / Shipping / Freight
- ▶ Energy / Oil / Fuel
- ▶ Furniture
- ▶ Consumer Electronics
- ▶ Government Organizations
- ▶ Food / Beverage
- ▶ Art / Jewelry
- ▶ Charitable
- ▶ Recruitment / HR



Recap

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- ▶ Job fraud rises and falls in accordance with economy and unemployment rates
- ▶ English-speaking countries are most affected
- ▶ Well-known companies are being victimized
- ▶ Major industries are being negatively impacted
- ▶ Identity theft, financial theft and property theft are on the rise



Observations

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- ▶ Job seekers are vulnerable
 - Most likely to keep their contact info/resume info accessible
 - More likely to answer unsolicited emails in hopes of finding work
 - More willing to take chances due to personal financial problems



Observations

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- ▶ Consequences devastating to job seekers in current economic climate
 - Criminal charges for crimes you didn't commit
 - Frozen bank accounts, reversal of NSF funds from fraudulent checks
 - Loss of money/home/car/other assets
 - Loss of identity



Observations

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- ▶ Law enforcement experiencing challenges fighting fraud from overseas
 - Jurisdictional issues – lack of cooperation
 - Not everyone reports fraud
 - Not well-coordinated between local/federal law enforcement
 - Consumers can only file reports into a black hole (FBI/FTC)



Observations

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- ▶ Companies unable to fight job fraud
 - Same issues as faced by law enforcement: lack of jurisdiction, no way to effectively handle legally or criminally
 - Companies aren't investing enough in the internal resources needed to combat job mining or candidate mining



Observations

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- ▶ Job scam criminals are not being caught
 - Many repeat offenders have been sending the same job scams for years without being shut down
 - Scammers adapt quickly to evade detection
 - Scams are being treated like 'online crimes' instead of like real life crime (theft, etc.)
 - Victims are often afraid or embarrassed to report the crime or come forward



Observations

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- ▶ Not enough effort being made to educate job seekers about fraud or info is too fragmented
 - Unemployment offices aren't providing enough guidance to job seekers on how to recognize or avoid fraud
 - Corporate rules not being adhered to by employees which cause lapses that are taken advantage of
 - Not enough media coverage on job fraud; only unemployment
 - Job seekers and many genuine employers don't understand best practices of recruitment



Impact of Job Fraud

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- ▶ More people are becoming displaced, homeless or ill
 - More people need UI/welfare
 - More people have to rent instead of own homes
 - More people have to take public transit instead of owning cars
 - More people have no access to health care as there are no employers to get health care through
 - More people require food and clothing hand outs due to limited incomes
 - This could lead to heavier dependency on other government services, such as Medicaid



Impact of Job Fraud

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- ▶ Loss of income is resulting in less consumer spending, resulting in more lay offs
 - Company profits are going down while taxes go up
 - Companies can't support cost of staffing and health care
 - More people are being laid off to maintain corporate infrastructures without totally closing their doors



Impact of Job Fraud

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- ▶ Massive layoffs have resulted in a competitive and severely limited job market
 - More people are applying for fewer jobs, raising the stakes for candidates
 - Job skills are stagnating while people are unemployed, making it difficult to return to the workforce
 - Lack of income is making it difficult to even train/re-train for replacement jobs
 - Lack of trust is building from job seekers toward companies who provide online career service resources



Impact of Job Fraud

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- ▶ Scammers haven't been sufficiently deterred from perpetrating scams
 - They continue to evade detection
 - Overseas scams remain extremely difficult to shut down
 - Current laws and punishments set scammers free to scam again



Solutions

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- ▶ Create jobs
 - We need a larger pool of legitimate jobs. Without jobs, the economy grinds to a halt.
 - Empower companies to reinvest in their workforces, which enables people to take care of themselves instead of becoming burdens on society.
 - Consider the benefits of allowing health insurance companies to cross state lines and allow coverage to be purchased by individuals, regardless of their employment status.



Solutions

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- ▶ Empower/engage law enforcement at all levels
 - Victims need to be able to report job fraud to local/state police.
 - Local/state police should coordinate with federal law enforcement, not victims.
 - More cooperation required internationally to shut down scams.
 - Improve processes for reporting online fraud and identity theft to authorities.
 - Law enforcement needs to be empowered to treat like any other 'real life' crime.



Solutions

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- ▶ Make consequences of perpetrating job fraud more severe
 - Scammers aren't being sufficiently deterred from perpetrating scams. Punishment needs to fit the crime.
 - Laws need to be created or amended to properly address online fraud and identity theft to ensure scammers don't re-offend.
 - Issue of jurisdiction needs to be assessed and fixed.



Solutions

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- ▶ Improve online fraud and identity theft resources
 - Investigate why some search engines (like Google) yield more results or are used more than others in fraud investigations.
 - More consolidation of efforts to fight spam, malware, viruses and financial/identity theft among software manufacturers.
 - More mainstream media coverage. In addition to reporting on consequences, emphasize resources for fraud research and victim outreach programs.



Solutions

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- ▶ Improve consumer education
 - Anywhere jobs are available, education about job fraud and best practices in recruitment should be available (recruitment company offices, unemployment offices, Web).
 - Companies need to educate employees about online fraud and company policies. Companies should allocate resources to fraud auditing.
 - Media should dedicate more coverage to online fraud and consequences.
 - Resources for victims of online fraud and identity theft need to be visible and more easily accessible.

