

Phishing messages on Facebook

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Examples of messages

Business Facebook pages, including WI pages, are being targeted with Phishing messages. Which reported this back in October 2023

<https://www.which.co.uk/news/article/fraudsters-are-targeting-small-businesses-on-facebook-aeHRe2W03Rcv>

Phishing is when someone tries to get access to your Facebook account by sending you a suspicious message or link that asks for your personal information. If they get into your account, they may use your account to send spam.

Examples of these messages are below. Addresses have been removed so they can't be clicked on by accident

Guest 5677

Notification!

We noticed that your account was logged in on an unfamiliar device. And some of your personal data is stolen by hackers. To prevent this, we have notified you. To see activity and security, please log in to Facebook and verify your account via the link below:

{xxxx}}

This is very urgent so you only have 7 days from when you receive the notice. When the link expires and we do not receive any action from you, we will be forced to disable your account. Thank you for improving service quality ""

Guest 4311

Important Notification:

Your Facebook page is scheduled for permanent deletion due to a post that has infringed upon our trademark rights. We have reached this decision after a thorough review and in accordance with our intellectual property protection policies.

If you believe this to be a misunderstanding, we kindly request you to file a complaint seeking the reinstatement of your page prior to its removal from Facebook.

Request for Review: {****}

We understand that this situation may impact your ongoing business operations. However, please be informed that if we do not receive a complaint from you, our decision will be final.

Your cooperation and understanding are greatly appreciated. Should you have any inquiries or apprehensions, please feel free to reach out to us.

Sincerely,

Facebook Support Team

Guest 7289

Important Notification:

Your Facebook page will be permanently deleted due to a post that infringes our trademark rights. We have made this decision after careful consideration and in compliance with our intellectual property protection policies.

If you believe this is a misunderstanding, please submit a complaint requesting the restoration of this page before it is removed from Facebook.

Request for Review: ****

We understand that this may impact your current business objectives. If we do not receive a complaint from you, this will be our final decision.

Thank You,

This is a message from a temporary support agent with support id 231778895, please visit the link above and follow the instructions.

© Noreply Facebook. Meta Platforms, Inc., Attention: Community Support, 1 Facebook Way, Menlo Park, CA 94025

Guest users sending messages

These phishing messages come from users of the form Guest 1234 and Facebook says "Guest user This person is using your website's chat plugin as a guest. You will no longer be able to message this person 24 hours after the first message has been sent."

Basically, someone can send a message to a page without logging in to Facebook first.

Removing messages from the unread messages list

The phishing messages can be moved to spam (or to done or deleted). Just move them to spam if you wish to report them.

Reporting to Facebook

There is a page where this can be reported

<https://www.facebook.com/help/contact/316211749366939>

It says

" As a reminder, guest users are anonymized users who can send a message to the business without logging into their Facebook accounts, and can be identified by "Guest", followed by a randomized 4 numbers. Before you submit this form, consider marking the user from your Page Inbox as spam by clicking on the "!" icon to the right of the chat. You can also turn off guest mode from your Page Settings (Page Settings - Messaging - Add Messenger to your website - Get Started - Next - Toggle Guest Mode off). If the solutions above do not resolve your issue, fill in the form below for us to start an investigation. We aren't able to provide an ETA of resolution at the moment. "

Switching off guest users if you have Chat plugin set up already

From your WI page on a laptop/desktop computer **

Go into Meta Business Suite

Click inbox then inbox settings (cog wheel top right on a laptop/pc)

Click Chat plugin

At the bottom of the screen click the down arrow beside 'Customise your Chat plugin'
where you see

Guest chat

Let people chat to your business without logging in to Messenger while using the Chat plugin on your website.

toggle it off

This means is that someone must sign into Facebook before they can send you a message.

** NOTE ** Access to these settings may not be available on the mobile apps for tablets/phones.