

# MOVA99

Customer Service

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## Report Suspicious Activity

The safety and security of our customers is the highest priority at Mova99 LLC. If you encounter anything suspicious, report it to us immediately.

### What to Report

- Phishing emails or messages pretending to be from Mova99
- Fake Mova99 websites, apps, or social media accounts
- Unauthorized charges on your account or payment method
- Someone attempting to access your account without your permission
- Fraudulent referral code abuse
- Counterfeit products promoted using Mova99 branding
- Any suspicious communications claiming to represent Mova99

### How to Report

**Dedicated fraud line: [fraud-alerts@mova99.com](mailto:fraud-alerts@mova99.com)**

General support: [support@mova99.com](mailto:support@mova99.com)

Subject line: "Security Report — [Brief Description]"

Please include screenshots, URLs, phone numbers, email addresses involved, and when you first noticed the activity.

### Protecting Your Account

- Never share your Mova99 password — we will never ask for it
- Use a strong, unique password
- Verify all emails claiming to be from Mova99 come from our official domain
- Log out on shared or public devices

### Critical Warning

**Mova99 LLC will NEVER ask you to send money, gift cards, or cryptocurrency to resolve any issue. Any such request is a scam. Report it to [fraud-alerts@mova99.com](mailto:fraud-alerts@mova99.com) immediately.**

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