

## Chat from Amar

15 messages

**Stripe Support** <support-reply@stripe.com>

Sun, Apr 2, 2023 at 4:36 PM

Hi Amar,

Thanks for chatting with me earlier about strange activity on your account and for your patience as we work towards resolving this for you.

I'm connecting you with another member of our team who is looking into this further, and we'll be in touch as soon as we have an update to share.

If you'd like to check on the status at any point, please feel free to reply to this email directly and we'll be in touch.

Below you'll also find the transcript of our chat.

Kind regards,  
Kristof

Chat started: 2023-04-02 22:59:45 UTC

(10:59:45 PM) **Amar Kota**: hi, my account received a much larger than normal amount of customers today. can you please investigate what's going on? thank you

(10:59:55 PM) **Kristof**: Hi there. I'm Kristof. Thanks for reaching out to Stripe support.

(11:00:37 PM) **Kristof**: We appreciate your inquiry regarding the strange activity on your account.

(11:00:48 PM) **Kristof**: Am I chatting with Amar?

(11:01:23 PM) **Amar Kota**: yes

(11:01:59 PM) **Kristof**: Hi Amar.

(11:02:05 PM) **Amar Kota**: hi

(11:02:27 PM) **Amar Kota**: can the strange activity please be investigated? i have never seen this before

(11:02:59 PM) **Kristof**: I'm currently viewing your dashboard and I only notice a couple payments that were made today and yesterday.

(11:03:04 PM) **Kristof**: Can you please show me a screenshot of what you're seeing?

(11:03:25 PM) **Amar Kota**: look at the new customers for today

(11:03:41 PM) **Amar Kota**: there are hundreds, my site doesn't have that kind of traffic

(11:03:57 PM) **Kristof**: Got it.

(11:04:03 PM) **Amar Kota**: note there is a 7-day subscription delay so dollar amount is 0

(11:04:06 PM) **Kristof**: I'm now checking your account. Please bear with me.

(11:04:21 PM) **Amar Kota**: thank you for reviewing

(11:04:41 PM) **Kristof**: Welcome. I'll get back to you shortly once I have an update.

(11:06:40 PM) **Kristof**: Hi. Please be advised that I've reached out to my support team regarding our issue.

(11:06:41 PM) **Kristof**: I'd like to make sure I utilize all my resources just to make sure I didn't miss anything on my side.

(11:09:17 PM) **Amar Kota**: Attachment: Screenshot 2023-04-02 160844.jpg ([download](#))

(11:09:59 PM) **Amar Kota**: see the attached screenshot, lots of new customers today with firstname.lastname[random string]@gmail.com

(11:11:04 PM) **Amar Kota**: they all appears to be using different credit cards, is stripe verifying all these cards are okay?

(11:11:32 PM) **Kristof**: Alright. Please be advised that I'm still awaiting the response from my support.

(11:15:42 PM) **Amar Kota**: ok, i count over 600 new customers today, doesn't stripe detect this unusual activity and alert me?

(11:17:43 PM) **Kristof**: Hi Amar. Thanks for waiting.

(11:17:59 PM) **Kristof**: My support checked your account and we believe that card testing may be occurring on your account.

(11:18:08 PM) **Kristof**: I'm going to escalate this to a specialist to get more detail on exactly how you can best address this issue, and we'll be in touch as soon as possible with next steps.

(11:18:17 PM) **Kristof**: In the meantime, if you see any successful card testing attempts, please refund them immediately to avoid disputes.

(11:18:48 PM) **Kristof**: You can read more about recognizing, responding to, and preventing card testing on your account here: <https://stripe.com/docs/card-testing>

(11:20:08 PM) **Amar Kota**: thank you for the link

(11:20:47 PM) **Kristof**: Our specialised team will communicate with you via email within 24 to 48 hours or as soon as an update is available.  
(11:20:51 PM) **Kristof**: Is there anything else I can help you with today?  
(11:22:12 PM) **Kristof**: Just making sure we didn't lose connection, are you still with me?  
(11:22:38 PM) **Amar Kota**: yes i am here, just reading the link you sent  
(11:23:05 PM) **Amar Kota**: what can i do now to help prevent this?  
(11:23:54 PM) **Kristof**: Following the conclusion of the review, our team will offer solutions.  
(11:25:02 PM) **Kristof**: Your account has been flagged, so rest assured that we'll look into this for you.  
(11:25:03 PM) **Amar Kota**: okay but the issue is occurring now  
(11:25:22 PM) **Amar Kota**: what do you mean the account is flagged?  
(11:26:02 PM) **Kristof**: It has been flagged for possible card testing.  
(11:27:52 PM) **Amar Kota**: ok but my account is still active and can still make payouts, correct?  
(11:28:34 PM) **Kristof**: Yes, that's correct. Your account is still up and running.  
(11:28:50 PM) **Amar Kota**: ok, thank you. looking forward to your team's feedback asap  
(11:29:00 PM) **Kristof**: You're welcome.  
(11:29:06 PM) **Kristof**: Would there be anything else I can help you with?  
(11:31:31 PM) **Kristof**: Are you still with me?  
(11:34:17 PM) **Kristof**: It looks like you may have stepped away. I'll close out our chat for now. Please feel free to get in touch with us again if we can be of further help!  
(11:36:02 PM) **Kristof**: Kristof left the channel

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**Stripe Support** <support-reply@stripe.com>

Mon, Apr 3, 2023 at 2:45 AM

Hi there,

I hope this email meets you well. We wanted to provide insights into the specific type of card testing we're seeing on your account. We need you to take immediate action to prevent it from continuing.

It looks like the card testers are using your integration to attach card information to a Customer. This confirms whether the card is valid, even without a payment. You can see the effects of this on your Dashboard by looking at the request logs in Developer > Logs for excessive 402 errors on requests to attach card information to Customers using a secret key. Note that this includes some /v1/customers and /v1/payment\_methods routes.

In order to combat the card testing, we recommend you add friction to your customer creation and/or customer card update features, making it more difficult for card testers to attach card information to new or existing customers. We also suggest implementing any other mitigations to prevent future card testing that you see fit. For a bit more context, we have documentation about card testing and how to prevent it here: <https://stripe.com/docs/card-testing>

Card testing is an urgent issue for both your business and Stripe. Please reply to this message with a timeframe for implementing card testing mitigations as soon as possible.

Feel free to reach out with further questions—we're here to help.

Best,  
Katy

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Mon, Apr 3, 2023 at 12:54 PM

To: Stripe Support <support-reply@stripe.com>

Hi, thank you for the reply. The card testing link is helpful. Our site has been upgraded to use Stripe Connect and its hosted billing page. Our site now also uses Google's reCAPTCHA.

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**Stripe Support** <support-reply@stripe.com>

Tue, Apr 4, 2023 at 7:48 AM

Hi Amar,

Thank you for writing in. I appreciate the actions that you have taken in implementing proactive solutions to mitigate the card testing on your account.

I will share this to my team members to help us check its effectiveness. We will be working on this matter and as soon as we have an update, we will get back in touch with you.

Should you have further questions or concerns in the meantime, feel free to let me know and I'd be more than willing to assist you.

Warmly,  
Mark

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**Stripe Support** <support-reply@stripe.com>

Tue, Apr 4, 2023 at 9:44 AM

Hi Amar,

I hope this email meets you well. Thanks for your patience during the investigation period.

After our careful review, I am glad to confirm with you that the card testing activity on your account has ceased.

Please note that we will continue to monitor your account and should there be any additional testing, we'll definitely let you know.

Meanwhile, if you have other questions, feel free to reach us back and we'll be willing to assist you.

Best,  
Katy

[Quoted text hidden]

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**Stripe Support** <support-reply@stripe.com>

Thu, Apr 6, 2023 at 1:58 PM

Hi, Katy. There appears to be 743 of these test card customers created on April 2nd 2023. How can I delete them to ensure the cards do not get processed? The customers web page only allows me to delete 20 at a time. Can you please help with this? Thank you.

[Quoted text hidden]

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**Stripe Support** <support-reply@stripe.com>

Fri, Apr 7, 2023 at 8:37 AM

Hi Amar,

I hope everything is all well with you today!

Thank you for taking the time to get back to us. I tried to hop on a call to the phone number listed on file but to no avail. I hope that addressing your query via email is fine this time. I understand that you would like to delete those customers who tried to do test cards on your account. Let me assist you with this further.

Hence you would like to mass delete customers. Our team will be happy to look into them. Please provide us with a copy of the CSV file with the list of customers you would like to be removed.

To update a customer's details through the Dashboard:

1. Navigate to the Customers section of your Dashboard and find your customer in the list. Alternatively, you can simply search the customer's name or email address in the search bar at the top of your Dashboard
2. Click on the customer to open their customer page
3. Click on the button "Export" located at the top right corner of the screen.

4. On the "Date range" you can choose "Custom" and select the timeframe in which this card testing activity happened. Click on "Export" and save it as a .csv file and send it to us.

To keep your information secure, you can use the Stripe Support site to securely upload the requested document(s) by using the link(s) below. All secure file upload links will expire in 7 days.

Here are the link(s) to use, and please note that each link is specific to the file listed:

[https://support.stripe.com/filepickup/ut\\_live\\_v1wN3qtePfEc9WDTToUOu7H4](https://support.stripe.com/filepickup/ut_live_v1wN3qtePfEc9WDTToUOu7H4)

Also please ensure that all successful card testing attempts to refund them immediately to avoid disputes to avoid cost.

Looking forward to hearing from you and to getting the matter resolve completely or If you're still interested in having a detailed phone conversation about this, kindly provide me the following information:

The best phone number to reach you  
A couple preferred call times/dates  
Your timezone

All the best,  
Bev

[Quoted text hidden]

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Fri, Apr 7, 2023 at 10:59 AM

To: Stripe Support <support-reply@stripe.com>

Thanks, Bev. I am on the PST and the call came in early morning from a number outside the US but you can still call me at the same phone number. The CSV has now been uploaded; please proceed with deleting all these fraudulent customers and their cards created by this card testing. Thank you.

## Secure file request File received

Thank you! This secure file request has been submitted securely to Stripe Support.

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**Stripe Support** <support-reply@stripe.com>

Fri, Apr 7, 2023 at 11:03 AM

Hi Amar,

Thank you for sending us the CSV file. I'll share this to our team members to work on this matter. We will get back to you once we have an update,

Should you have any further questions? Please feel free to reach us back. We're here to help.

[Quoted text hidden]

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Sun, Apr 9, 2023 at 1:50 PM

To: Stripe Support <support-reply@stripe.com>

Hi, what is the status of completing this request? Stripe started to process these cards today. Please fix asap.

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**Stripe Support** <support-reply@stripe.com>

Mon, Apr 10, 2023 at 12:58 AM

Hi there,  
Thanks for your patience.  
We've gone ahead and deleted 743 customers from your account.

Let us know if you need any further assistance!

Regards,  
Bev

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Wed, Apr 12, 2023 at 2:59 PM

To: Stripe Support <support-reply@stripe.com>

Hi, my revenue and customer reports still show numbers from the card testing. Can these please be updated to not include the fraudulent activity? Thanks.

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**Stripe Support** <support-reply@stripe.com>

Thu, Apr 13, 2023 at 8:07 PM

Hi there,

I know it's not great to see the fraudulent activities on your reports, but I'm sorry to let you know that we don't have a function to modify the revenue data or financial reports on the dashboard at this point.

Let us know if you have any further concerns or questions.

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Fri, Apr 14, 2023 at 12:34 PM

To: Stripe Support <support-reply@stripe.com>

Thank you for letting me know. Could you please escalate this issue so these reports can get updated correctly?

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**Stripe Support** <support-reply@stripe.com>

Tue, Apr 25, 2023 at 1:50 AM

Hi Amar,

Bev again. Upon further check with our internal team, we have confirmed that the revenue data or payment history can't be modified.

I know that this is not the response you were looking for, but hope it answered to your question.

Thanks for your understanding.

Regards,  
Bev

----- Original Message -----

**From:** []

**Sent:** 04/25/2023, 5:49 PM

**To:**

**Subject:** internalnote