

# Financial scam policy



1. [Help Center](https://help.twitter.com/) ^ (https://help.twitter.com/)
2. [Platform integrity and authenticity](https://help.twitter.com/en/rules-and-policies#platform-integrity-and-authenticity) ^ (https://help.twitter.com/en/rules-and-policies#platform-integrity-and-authenticity)

# Financial scam policy

## Overview

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**You may not use Twitter's services in a manner intended to artificially amplify or suppress information or engage in behavior that manipulates or disrupts people's experience on Twitter.**

We want Twitter to be a place where people can make human connections and find reliable information. For this reason, you may not use Twitter's services to deceive others into sending you money or personal financial information via scam tactics, phishing, or otherwise fraudulent or deceptive methods.

## What is in violation of this policy?

Using scam tactics on Twitter to obtain money or private financial information is prohibited under this policy. You are not allowed to create accounts, post Tweets, or send Direct Messages that solicit engagement in such fraudulent schemes. Examples of prohibited, deceptive tactics include:

- **Relationship/trust-building scams.** You may not deceive others into sending you money or personal financial information by operating a fake account or by posing as a public figure or an organization.
- **Money-flipping schemes.** You may not engage in “money flipping” schemes (for example, guaranteeing to send someone a large amount of money in return for a smaller initial payment via a wire transfer or prepaid debit card).
- **Fraudulent discounts.** You may not operate schemes which make discount offers to others wherein fulfillment of the offers is paid for using stolen credit cards and/or stolen financial credentials.
- **Phishing scams.** You may not pose as or imply affiliation with banks or other financial institutions to acquire others’ personal financial information. Keep in mind that other forms of phishing to obtain such information are also in violation of our platform manipulation and spam policy.

## What is not a violation of this policy?

As described above, Twitter takes action on accounts that engage in deceptive scam, phishing or other fraud tactics. Twitter does not intervene in financial disputes between individuals who use Twitter, such as:

- Claims relating to the sale of goods on Twitter.
- Disputed refunds from individuals or brands.
- Complaints of poor quality goods received.


## Who can report violations of this policy?

Anyone can report accounts or Tweets via our dedicated reporting flow. These reports are used in aggregate to help refine our enforcement systems and identify new and emerging trends and patterns of behavior, and you may not receive an individual response to your report.

# How can I report violations of this policy?


## In-app

You can report this content for review in-app as follows:

1. Select **Report Tweet** from the  icon.
2. Select **It's suspicious or spam**.
3. Select the option that best tells us how the Tweet is suspicious or spreading spam.
4. Submit your report.

## Desktop

You can report this content on desktop as follows:

1. Select **Report Tweet** from the  icon.
2. Select **It's suspicious or spam**.
3. Select the option that best tells us how the Tweet is suspicious or spreading spam.
4. Submit your report.

# What happens if you violate this policy?

The consequences for violating this policy depend on the type and severity of the violation as well as any previous history of violations. The actions we take may include the following:

## Anti-spam challenges

When we detect suspicious levels of activity, accounts may be locked and prompted to provide additional information (e.g., a phone number) or to solve a reCAPTCHA.

## Blacklisting URLs

We blacklist or provide warnings about URLs we believe to be unsafe. Read more about [unsafe links](https://help.twitter.com/safety-and-security/phishing-spam-and-malware-links) (<https://help.twitter.com/safety-and-security/phishing-spam-and-malware-links>), including how to appeal if we've falsely identified your URL as unsafe.

## Tweet deletion and temporary account locks

If the violation is an isolated incident or first offense, we may take a number of actions ranging from requiring deletion of one or more Tweets to temporarily locking account(s). Any subsequent attempts to engage in scam, phishing or other fraud tactics will result in permanent suspension.

## Permanent suspension

For severe violations, accounts will be permanently suspended at first detection. Examples of severe violations include:

- operating accounts where the majority of behavior is in violation of the policies described above;
- creating accounts to replace or mimic a suspended account.

## Additional resources

Read more about our [platform manipulation and spam](https://help.twitter.com/rules-and-policies/platform-manipulation) (<https://help.twitter.com/rules-and-policies/platform-manipulation>) policy.

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