



2020 BBB Online Purchase Scams Report

Download at
[BBB.org/OnlinePurchaseScams](https://www.bbb.org/OnlinePurchaseScams)



New BBB Research Shows Online Purchase Scams Continue to Rise

BY BBB INSTITUTE FOR MARKETPLACE TRUST

Scams related to online purchases, already on the rise in 2019, spiked further following the start of the COVID-19 pandemic, according to new research by the Better Business Bureau (BBB). A staggering 80.5 percent of consumers reporting online purchase scams in 2020 lost money. Military consumers are more susceptible to these scams overall and lose more money than non-military consumers. Learn how to avoid these scam types —[download the full report](#).

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National Veterans and Military Families Month



Resources for National Veterans and Military Families Month

BY MILITARY ONESOURCE

Military OneSource offers a page of resources and events available to service members, military families and transitioning veterans to celebrate National Veterans and Military Families Month.

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Army Officials: Spouse Employment Remains Critical to Retention, Readiness

BY MILITARY OFFICERS ASSOCIATION OF AMERICA

Military spouse employment is a key retention, readiness, and quality-of-life issue, and the Army is working to better understand and improve access and opportunities to work, including launching a new Army civilian military spouse survey.

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Weight Allowances for Household Goods Moves May Increase by Next Summer

BY MILITARY OFFICERS ASSOCIATION OF AMERICA

The military services are working to increase the household goods weight allowances of service members across the board. Service members are given specific weight allowances for household goods moves. Those who exceed that weight allowance may pay several hundred to several thousand dollars in excess weight charges. During a recent forum of the National Defense Transportation Association, some members of the moving industry discussed their concerns about the current weight allowances, especially the impact on junior enlisted members with families, where there appear to be more incidents of overweight charges.

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BBB Scam Alert: Phony Amazon Callers Use BBB Phone Number

BY BETTER BUSINESS BUREAU

You answer the phone, and it is a recorded message claiming to be from Amazon stating there is a problem with your Amazon account. The message ranges from a fraudulent charge on your Prime card to a lost or damaged package to an unfulfilled order for an iPhone 10. But no matter what the recording is, these scammers have the same goal: getting your personal information. The con artists will either outright ask for credit card and account login details. Or, they will request remote access to your computer under the guise of “helping” to solve the issue.

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BBB Scam Alert: Beware of Medicare and ACA Cons During Open Enrollment

BY BETTER BUSINESS BUREAU

Every year during health insurance open enrollment season, scammers try to dupe unsuspecting consumers into sharing their personal information. This year is no exception. According to new [BBB.org/ScamTracker](https://www.bbb.org/scamtracker) reports, Americans are getting scam calls phishing for their Medicare numbers and other personal information. This year, open enrollment runs October 15 - December 7, 2020 for Medicare and November 1- December 15, 2020 for the Affordable Care Act.

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Increase Your Skills and Education From Home During the COVID-19 Pandemic

BY MILITARY ONESOURCE

Make the most of the unexpected time you have at home because of COVID-19. Explore the wide range of education resources the Department of Defense offers for service members and their families. They include programs, resources and services are available to help service members, their spouses and children work toward college degrees, certifications and other educational and employment opportunities.

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What Service Members Need to Know About Employment

BY MILITARY ONESOURCE

Maybe you're closing the chapter on your military life and opening a new one, or you're in the process of making long-term plans. This means transitioning from being a service member to a civilian employee in a company, nonprofit or maybe the government. As a service member, you have many resources available to help you with this significant change. Here's an overview of what you need to know as you seek employment.

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