

Bitcoin Investor Sues Coinbase Following Customer Service Scam

Hacker was able to manipulate Google's search results



New York City, New York Sep 16, 2024 ([Issuewire.com](https://www.issuewire.com)) - MDF Law announces the filing of a lawsuit against [Coinbase](https://www.coinbase.com) on behalf of a Bitcoin investor who was defrauded following a customer service scam. The investor's lawsuit seeks over \$500,000 in damages, including interest and statutory attorneys' fees. The case is currently pending before the American Arbitration Association, or AAA. The case number is 01-02-0005-9402.

As part of this scam, a victim searches Google for "Coinbase customer support" and unknowingly receives a hacker's contact number when the search results are displayed. Posing as a legitimate Coinbase representative, the hacker convinces the victim that there's an issue with their account, prompting them to share sensitive information like login credentials. Once the hacker gains access, they steal the victim's Bitcoin, often leaving no trace for recovery. This type of scam takes advantage of trust in search results and urgency in customer service situations.

Coinbase may be legally liable to its customers when these hacking events take place. If you lost cryptocurrency through Coinbase as a result of a tech or customer service scam, you may be able to recover your stolen cryptocurrency. Call our law office at 800-767-8040 for more information.

MDF Law is a national law firm with offices in New York and California. The firm represents traditional investors and cryptocurrency investors nationwide. The firm represents Coinbase customers in a variety of matters including [SIM swap](#) cases. Marc Fitapelli is founder of MDF Law. Mr. Fitapelli is the author of “[The Case Against Bitcoin](#)” and is an outspoken critic of Bitcoin.

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