

Friedrich Bokern

Von: Indiegogo Support <support@indiegogo.com>
Gesendet: Samstag, 1. Dezember 2012 01:36
An: Bokern
Betreff: Response from gogoAnthony Re: MOST URGENT! CAMPAIGN HIJACKED!!!
Action Required: Your Indiegogo Campaign Is Frozen (ticket #158905)

Please do not write below this line

Hi Bokern,

We've got an update for you in response to your request ([#158905](#)). See below!

gogoAnthony, Nov 30 14:35 (PST):

Hi Friedrich,

Thank you for reaching out to us. We apologize for any confusion. As a U.S. company, Indiegogo must comply with all US OFAC (Office of Foreign Assets Control) sanctions as set by the United States Treasury. Unfortunately, because of your campaign's connection to Syria, according to your pitch description, we are not able to allow your campaign, "Relief & Reconciliation in Syria" (<http://www.indiegogo.com/relief4syria>), to continue raising funds on Indiegogo. At this time, we have frozen your campaign and refunded all contributions, until we can receive information that verifies that your campaign does not violate US OFAC sanctions.

The US Government has placed sanctions against Syria and your campaign may be in violation of US OFAC law if activity and/or funds will be spent there or be sent directly to Syrian Nationals. In order for us to restore your campaign back to live status to continue raising funds on Indiegogo, we hope you can provide us with more information about your project:

- > Who is the campaign owner, team and/or legal entity behind the campaign?
- > Can you please provide us with a more detailed account of how and where funds raised on Indiegogo will be used?
- > Specifically will any of the funds raised on Indiegogo be used in Syria or by a Citizen/National of Syria?
- > In your pitch text there is mention that refugees from Syria will directly receive funds raised on Indiegogo. How will these individuals benefit from this campaign? We would greatly appreciate additional detail regarding this to help us understand the specific goals of this campaign.

Can you also provide us with some additional information for verification purposes:

- > Your full name
- > Your legal address of residence
- > Your Citizenship
- > Your birth date

At Indiegogo, we take OFAC regulations very seriously and appreciate your cooperation and understanding. Please let us know if you have any questions or if we can be of any additional assistance. Thank you.

Cheers,

Anthony

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Risk Management
Indiegogo

Company: Indiegogo - www.indiegogo.com
Twitter: www.twitter.com/indiegogo
Blog: www.indiegogo.com/blog
Help Center: <http://support.indiegogo.com/forums>

gogoMichael, Nov 30 11:22 (PST):

Request [#158669](#) "URGENT! CAMPAIGN HIJACKED!!! Act..." was closed and merged into this request. Last comment in request [#158669](#):

Dear Indiegogo Team,

We are all totally shocked. Somebody seems to have hijacked my personal Indiegogo account [REDACTED] and brought down our fundraising campaign "Relief & Reconciliation in Syria" (www.indiegogo.com/relief4syria). We had collected something around \$3,600 so far and we were just about to launch the second phase of our campaign.

Please respond to me as quickly as possible! You can also reach me by Skype under the pseudo [REDACTED] or on my current cell phone number: [REDACTED]. I am in Iraqi Kurdistan until 12 December to carry out field research with Syrian refugees. Until then, you can reach me at this number. Please contact me as soon as possible and please let me know if and how we can recover a) my account, b) our campaign and c) the money donated so far.

Many thanks and best regards,
Friedrich

From : Indiegogo Support [mailto:support@indiegogo.com]
Sent: Thursday, November 29, 2012 11:17 PM
To: bokern@gmx.net
Subject: Action Required: Your Indiegogo Campaign Is Frozen

Due to unusual account activity, we have frozen your Indiegogo campaign. No contributions or disbursements can be processed for your campaign at this time. Please respond to this note within 48 hours if you believe this email was received in error. We appreciate your cooperation and we look forward to hearing from you.

gogoMichael, Nov 30 11:22 (PST):

Hi Friedrich,

Thank you for reaching out to us. We are looking into your request.

Cheers,

Michael

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Company: Indiegogo - www.indiegogo.com
Twitter: www.twitter.com/indiegogo
Blog: www.indiegogo.com/blog
Help Center: <http://support.indiegogo.com/forums>

Bokern, Nov 30 07:26 (PST):

Dear Indiegogo Team,

Please give us a first response in the next minutes! We are on Skype conference now with the entire team of "R&R Syria", based in Brussels, Berlin, Paris, Stockholm, Vienna, Beirut and Kurdistan- we are about to decide to re-launch our fundraising campaign on another crowd-funding site as we do not have any statement from you on this security breach. We had collected almost \$4,000 and our goal were \$40,000. It would be a pity to abandon Indiegogo .

Many thanks for a quick first reply!

Friedrich

From : Friedrich Bokern [REDACTED]
Sent: Friday, November 30, 2012 1:28 AM
To: 'support@indiegogo.com'
Subject: URGENT! CAMPAIGN HIJACKED!!! Action Required: Your Indiegogo Campaign Is Frozen

Dear Indiegogo Team,

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