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Consumer Council of Fiji



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PRESS RELEASE

Fake Booking.com Scam, Targets Fijians

A Fijian job seeker recently received a WhatsApp message promising easy money by writing reviews for Booking.com. Excited by the opportunity, they followed the instructions, completed a few small tasks, and even received initial payments, which gave the impression that the scheme was legitimate. However, when asked to deposit their own money to access higher commissions, communication suddenly stopped, and the person was blocked from the group, leaving them out of pocket with no way to recover their funds.

This scenario is part of a growing recruitment scam circulating widely on social media and messaging platforms, falsely offering paid online review jobs for Booking.com. Victims are contacted via WhatsApp, Telegram, Facebook Messenger, or email, with promises of earning commissions for writing reviews or “boosting” hotel listings. The scammers often pose as Booking.com representatives or as third-party recruitment agencies allegedly affiliated with the company, giving an impression of legitimacy.

Once individuals agree to participate, they are typically added to a chat group where small “tasks” are assigned. Initial payments may be made to build trust, but soon after, participants are asked to deposit their own money into fake “work accounts” or “task wallets” to unlock higher commissions. After this, scammers stop responding, block victims, or close the group entirely, leaving participants with financial losses and no means of recovery.

Booking.com does not recruit individuals through social media or messaging platforms to write reviews or pay commissions. Genuine reviews on the platform can only be submitted by verified customers who have completed stays through official bookings.

Council CEO Seema Shandil warns that these scams are becoming increasingly sophisticated. “These schemes are designed to exploit people’s trust and the desire for quick income. We urge the public to remain vigilant, verify all offers, and never provide money, personal information, or banking details to unverified contacts or links,” she said.

Members of the public are encouraged to verify any recruitment notice through official company websites or verified job portals. Anyone who encounters suspicious offers or payment requests is urged to report them to the Consumer Council of Fiji by calling the toll-free National Consumer Helpline on 155 or emailing complaints@consumersfiji.org.

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