

AnyDesk Software GmbH

Philip Weiser

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Germany

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Dear Mr. Weiser,

first, let me introduce myself. I am the founder and board member of the European Funds Recovery Initiative (EFRI), an organisation that fights cybercrime against consumers and small investors. Our organisation represents more than 820 victims of various online fraud trading websites with a total loss of more than EUR 34.6 million.

In this capacity, I am also participating in the criminal proceedings (# Vienna Cybercrime Trials) against the alleged Israeli scammer GAL BARAK in Vienna.

In the latest hearing of this trial, which took place on July 30th 2020, all witnesses (victims of the fraud systems OptionStarsGlobal, Xtraderfx, safemarkets, Golden Markets) reported that the use of the Remote-Access software of your company (#AnyDesk) was a crucial part of the fraud. The statements of the witnesses show that the fraud would not have been possible in this form without using your software (#AnyDesk).

I may present the results of the court case so far in relation to AnyDesk as follows:

- The victims are urged to install AnyDesk so that the Boiler Room Agent, who pretends to be an experienced, competent and reputable investment advisor, can best “assist” and navigate the inexperienced and unsuspecting retail investor around their trading platforms.
- Already the setup of the trading account is done by using the Remote-Access software.
- The initial deposit to the platform is often made during this remote-access session while the victim is connected to their online banking services.
- Victims are strongly advised to keep both AnyDesk and the online trading website open in all communications with the fraud system.

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- Subsequently, your software is used in active sessions by fraudsters to make transfers via e-banking, submit online credit applications, make investments, open crypto-exchange accounts and initiate bank transfers to these crypto-exchange accounts to buy crypto-currency, which is then transferred to the fraudsters' wallets.
- If this "friendly" argumentation is not enough, more compelling arguments are later used to continue the fraud: impending losses, slowed down trading opportunities, etc. all with the purpose of pressuring victims to rescue their trading accounts by depositing more funds.
- In the end, customer victims regularly face total loss and desperation as they had no idea of the danger AnyDesk posed to them.

A short survey among the more than 820 victims of such fraud systems represented by us showed that AnyDesk was used for almost all fraud systems responsible for the loss of more than EUR 34 million in life savings: Kayafx, Kontofx, xTraderfx, safemarkets, Golden Market, OptionStarsGlobal, Olympiusglobal, UproFX, ProuFX, ProTraderex, Brokerz, Capital Traders, KeyMarkets, EUR Trades, Fibonetix, RIMarkets-fx.com, Millenium-fx, Toptrade pro, BeAlgo/AlgoTechs....

AnyDesk, which can obviously be used by commercial users without authentication in a completely anonymous manner, is obviously a sought-after tool for a huge number of criminal organizations. To what extent the high growth rate of the "download number" advertised by you on your website is due to this can only be assumed by us.

We have been credibly assured by several injured parties that your company has already been informed several times about the use of your software for these fraudulent systems. Nevertheless, the unrestricted use of your software is still going on, so we urgently and publicly have to ask you finally to take appropriate precautions. For example, the use of a VPN tunnel to initiate a remote access link must require authentication of the initiating user, or a clear and definite warning against using AnyDesk in combination with online-banking facilities.

At the same time, we are surprised that neither your management nor AnyDesk's manager responsible for abuse management has been responsive to specific requests for support from fraud victims personally coming forward.

As long as no appropriate measures are taken by your organization to prevent the use of your software tool for fraudulent purposes, we unfortunately have to advise strongly against the use of your software.

Sincerely,

Elfriede Sixt Nigel Kimberley

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