

Uber responds to BBB report on 'vomit fraud' scams

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Reported by Brittany Weiner



(WSMV file photo)

NASHVILLE, TN (WSMV)

The BBB says rideshare drivers around the country are reportedly staging vomit scenes in their cars and leaving passengers with a huge bill.

“Every time we come to Nashville we use Uber,” Nashville visitor Tim Cuovreur said.

Uber and other rideshare companies are popular among tourists because getting one is so easy and convenient.

“Your credit card is already put in so you don’t have to worry about having cash on you,” Nashville visitor Kara Cuovreur said.

According to the BBB, some rideshare drivers are using that convenience to their advantage.

“What’s happening is the driver is submitting pictures of where someone has vomited in the car, and then the consumer is getting tacked on charges,” said President and CEO of the Better Business Bureau of Middle Tennessee and Southern Kentucky, Robyn Householder.

Householder says these customers are reporting that mess doesn’t belong to them, and they’re being scammed.

The ride-sharing service’s website says they charge \$20 for food or drink spills, and “significant amounts of bodily fluids (e.g. urine, blood or vomit)” can cost you as much as \$150.

“It’s pretty tough to really prove that you weren’t the one who actually caused it,” said Ben Raybin, attorney for Raybin & Weissman.

Raybin says have evidence like a video with a timestamp that shows a clean back seat, you getting out of the car and closing the door.

“If a fraudulent driver was actually caught doing this that would be treated as theft under Tennessee law,” Raybin said.

An Uber spokesperson sent News 4 this statement:

“Participating in fraudulent activity of any kind is a clear violation of our Community Guidelines. We are constantly evaluating our processes and technology related to these claims and will take appropriate action whenever fraud may be detected.”

Uber says if you ever see incorrect charges report them to the company. The company will take appropriate action, including removing a driver from the app, if there is a confirmed case of fraud.

Householder says you should also report the fraud with the BBB.