

Meta-melding — definitieve versie

Jamal gaf op 22-7-2026 akkoord: **versturen vanaf salon@haarvisie.nl en alles terugvorderen**, niet alleen de nieuwe schade.

Zijn redenering, en die is sterk: *"ze hebben een gedeelte terugbetaald, maar niet alles. En het feit dat ze een gedeelte terugbetaald hebben is ook een erkenning dat ze fout zaten."*

Die deelterugbetaling van €198,68 is inderdaad het beste bewijsstuk in het dossier. Meta heeft daarmee zelf vastgesteld dat er fraude was.

De volledige claim

WAT	BEDRAG
Terugbetalen — afgeschreven van Visa ···0643 voor campagne MX/12.19	€ 1.550,00
Terugbetalen — restant van de oude claim (€802,69 min €198,68 al terug)	€ 604,01
Totaal terug te betalen	€ 2.154,01
Kwijtschelden — openstaand op Lâm TTB (10152007358607265)	€ 409,38
Kwijtschelden — openstaand op Rijswijk Ads (596193931315458)	€ 85,89
Totaal kwijt te schelden	€ 495,27
Totale zaak	€ 2.649,28

De brief

To: disabled@fb.com
Subject: New evidence and full refund claim — case 497338389961268 / 897882952727572
Dear Meta Support,

I am writing about my case 497338389961268, also filed as 897882952727572. The last reply I received was on 31 October 2024 from your colleague Stern. Since then I have heard nothing, despite an urgent escalation in January 2026 and despite paying for Meta Verified.

I have found substantial new evidence, and I am now claiming the full amount.

1. A second ad account was compromised and never reported

Ad account **Lâm TTB (ID 10152007358607265)** sits under my personal access, outside business portfolio 120486806119432. That is why it was not part of my original report —
it was not visible in the Business Manager the case was about.

I did not create this account name. It carries my company's legal details: Haarvisie, Ravesteijnplein 1, 2282 GS Rijswijk, VAT NL182297755B01. My company is a hair salon.

2. One campaign caused every charge

The account holds 16 campaigns. Fifteen are mine — Dutch posts about hair services, job vacancies, links to haarvisie.nl. **Every one of them spent €0.00.**

One campaign is not mine:

CAMPAIGN	SPENT	DETAIL
MX/12.19	€2,779.39	218 leads at €12.75, 301,375 impressions, daily budget €1,835.30

A daily budget of €1,835.30 is close to what my salon spends on advertising in a full year. The name means nothing in my business. I did not advertise during the Christmas week of 2023.

3. What was actually taken from my card

Seven payments from my Visa ending 0643, between 21 and 28 December 2023:

DATE	AMOUNT	INVOICE
21 Dec 2023	€140.00	FBADS-066-103080573
21 Dec 2023	€140.00	FBADS-066-103080631
21 Dec 2023	€210.00	FBADS-066-103080723

DATE	AMOUNT	INVOICE
21 Dec 2023	€210.00	FBADS-066-103080876
22 Dec 2023	€210.00	FBADS-066-103082898
28 Dec 2023	€320.00	FBADS-066-103095652
28 Dec 2023	€320.00	FBADS-066-103095798
Total	€1,550.00	

Three more attempts failed after my bank blocked the card: €320.00 on 28 December 2023,
and €409.39 on 2 and 6 January 2024.

Meta's own systems disabled this account for unusual activity. **That is the activity I am reporting.** Your system recognised it as suspicious, yet the outstanding balance is still being claimed from me.

4. Meta has already acknowledged this fraud

In 2024 I reported €802.69 in fraudulent charges. Meta refunded **€198.68** of that amount, transaction 8244598938984718-8271684886276121. That partial refund is an acknowledgement that the charges were fraudulent. **€604.01 of that original claim was never refunded, and no reason was ever given.**

What I am asking for

Refunds:

1. **€1,550.00** — charged to my card for campaign MX/12.19
2. **€604.01** — the unpaid remainder of the fraud Meta already partly refunded
3. Total to be refunded: **€2,154.01**

Balances to be cancelled:

4. **€409.38** outstanding on account 10152007358607265
5. **€85.89** outstanding on account 596193931315458, disabled for the same reason

Also:

6. Restore access to **teamhaarvisie@gmail.com**, suspended since 2023
7. Remove the Instagram account **ivhootway**, created by the attacker and still active
8. Restore admin access to business portfolio **120486806119432**

9. Written confirmation that campaign MX/12.19 was not created by me or anyone authorised by me

All documentation was already supplied in the earlier case: government ID, a photo of my bank card, invoices, and Chamber of Commerce registration. I can supply screenshots of the campaign overview and the full transaction history immediately on request.

This case has been open since August 2023. I expect a substantive reply within 14 days.

Kind regards,

Jamal Benmessaoud

Kapsalon Haarvisie, Rijswijk

VAT NL182297755B01

salon@haarvisie.nl

Wat er nog geregeld moet worden

Het versturen zelf. Op de MacBook staat geen wachtwoord van de mailbox salon@haarvisie.nl, en dat hoort daar ook niet te staan. Lenovo is de machine die die mailbox beheert. Ik heb Lenovo gevraagd of hij ook kan versturen, niet alleen lezen.

Lukt dat niet, dan zijn er twee nette routes:

1. Lenovo zet de brief klaar als **concept** in de mailbox — Jamal drukt zelf op verzenden
2. Jamal zet het mailbox-wachtwoord in de Keychain, dan kan ik het voortaan zelf

De bank. De afschrijvingen zijn van december 2023. Een chargeback kan meestal maar tot 120 dagen na de transactie, dus die termijn is ruim verstreken. Toch melden: bij aangetoonde fraude maken banken soms een uitzondering, en het versterkt het dossier richting Meta.

Niets verwijderen zolang dit loopt. Het account Lârn TTB is bewijsmateriaal.