

Forum:[Hack Forums](#)

Thread: [Contract Dispute Statistics](#)

Omniscient - March 12, 2019, 11:43 am

For the past week we've had 971 Completed Contracts on HF with 12 Disputed Contracts. That's 1.3% of successful deals which are disputed. This is very low and is clear evidence that HF is not "full of scammers" and by using Contracts you stand a much greater chance of having a successful deal.

Since I've kept statistics for Contracts we have never been over 2% Disputed in a 30 day period. This is just great.

I know some sellers are definitely grumbling over the rule changes but not all policies are meant to enhance your sales. Some are meant to protect members by creating a safer community. If that's done by creating a little extra hassle with a few clicks then so be it.

Just keep using Contracts, build your B-Ratings and your sales will grow. I can guarantee it. The bad sellers are going to lose credibility quickly and be pushed to other sites that don't have a system like we have.

And for sellers, more tools will be coming for you in form of an API for more direct interaction between your autobuy system and HF. This will make things even easier for everyone.

Thanks guys. Keep it up. ?

Axe - March 12, 2019, 11:54 am

Makes me very happy to hear, looking forward to the API. Will you add a way to authenticate HF users or is that still on the roadmap for HF API v2?

Deal - March 12, 2019, 11:55 am

I'm so happy for the contract system. As previously stated it's the best thing that ever happened to HF.

Zexi - March 12, 2019, 11:59 am

(Mar 12, 2019 11:43 AM)Omniscient Wrote: [\[CITE\]](#) That's 1.3% of successful deals which are disputed.

That's 1.3% is a big fuck you to the people who cried about the change. Good news, can't wait to see the effect contracts will have on the eBook scene too. :D

Who Soup - March 12, 2019, 11:59 am

This is a short term accomplishment. Anything over 0% is too many scammers.

Biggy - March 12, 2019, 12:02 pm

I think people realize keeping their HF accounts is far more beneficial then scamming out for a pretty penny. I've saved much more money in the real world with my HF account then when I didn't have one.

I also think you closing accounts for scamming makes a big impact ontop of contracts. When scammers know there's a bigger risk involved they back off. Will it completely stop them? Of course

not but it helps.

Edit: an integrated autobuy system on HF is going to be a complete game changer.

Anyway, good stuff.

Emoticon - March 12, 2019, 12:03 pm

(Mar 12, 2019 11:59 AM)Who Soup Wrote: [\[CITE\]](#) This is a short term accomplishment. Anything over 0% is too many scammers.

There is no major web marketplace on the Internet with a 0% fraud rate. People are people. 1.3% is low, especially considering the demographic of HF users.

BTC - March 12, 2019, 12:03 pm

Agreed, especially considering it seems the majority of contracts disputed are false disputes or end up being closed over time due to them being resolved...

I would say this contract system definitely eliminates all of the issues there was with scammers in the past. It is impossible to know what these stats were like before having a contract system- although I imagine it is still quite a big difference.

Great updates keep up the great work staff ? Your dedication to improving the forum, and evolving it is what brought me back to HF in the first place.

Yin Yang - March 12, 2019, 12:04 pm

(Mar 12, 2019 11:59 AM)Who Soup Wrote: [\[CITE\]](#) This is a short term accomplishment. Anything over 0% is too many scammers. What lol? You can't expect there to be no disputes...

Great job by the way, Omni

LoveOverFear - March 12, 2019, 12:04 pm

Really dope, just what this site needed!!

Futures looking bright for this site.

Pirate - March 12, 2019, 12:07 pm

This is really cool thank you very much for all the hard work and coming up with unique member features often. HF is always the best! Hope no one scams and chooses HF always.

Regards,

Pirate

PerfectStorm - March 12, 2019, 12:15 pm

This needed to be said. I shall use this thread as reference when people start their bs accusations about HF scammers.

Great solution for scammers all who use the contract system are much safer.

Who Soup - March 12, 2019, 1:10 pm

(Mar 12, 2019 12:04 PM)Yin Yang Wrote: [\[CITE\]](#) What lol? You can't expect there to be no disputes...

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Then I don't want to see anyone crying when they're scammed because 2% is the standard you're comfortable with.

I can sum up the marketplace with one word; negligence.

Yin Yang - March 12, 2019, 1:14 pm

(Mar 12, 2019 01:10 PM)Who Soup Wrote: [\[CITE\]](#) Then I don't want to see anyone crying when they're scammed because 2% is the standard you're comfortable with.

I can sum up the marketplace with one word; negligence. Scams happen... the point of contracts is to help reduce it happening, and it clearly has from the stats in the OP.

BTC - March 12, 2019, 1:23 pm

(Mar 12, 2019 01:10 PM)Who Soup Wrote: [\[CITE\]](#) Then I don't want to see anyone crying when they're scammed because 2% is the standard you're comfortable with.

I can sum up the marketplace with one word; negligence.

HackForums was not created to be just a marketplace. I am certain if their goal was a 99.9% scam-free marketplace I am sure they could have accomplished it. I do not believe the goal of hackforums is to run an escrow service type marketplace.

How can we possibly expect 100% success rate on business transactions when the forum was never created with the intentions of solely being a trustworthy marketplace to shop for products/services.

Who Soup - March 12, 2019, 1:36 pm

(Mar 12, 2019 01:23 PM)Apex Wrote: [\[CITE\]](#) HackForums was not created to be just a marketplace. I am certain if their goal was a 99.9% scam-free marketplace I am sure they could have accomplished it. I do not believe the goal of hackforums is to run an escrow service type marketplace.

How can we possibly expect 100% success rate on business transactions when the forum was never created with the intentions of solely being a trustworthy marketplace to shop for products/services.

Then offering a service without the intention or assumption of a safe environment is negligence. I did not once say contracts were a bad thing, I said don't cry when you do get scammed because everyone now knows a constant rate based on statistics that users will be scammed.

As previously stated this is a short term accomplishment and not something to be stroking off to. If he's complacent at 2% then he doesn't truly have the community's best interest at heart. I'll show appreciation once it's sub 1%.

fordtough1972 - March 12, 2019, 1:44 pm

I would have never guessed it would be that low. Something is going right! Good work.

DOG - March 12, 2019, 1:44 pm

This is awesome, also I noticed that Omni is way more active on the forum than before.

System[X] - March 12, 2019, 2:31 pm

(Mar 12, 2019 01:36 PM)Who Soup Wrote: [\[CITE\]](#) Then offering a service without the intention or assumption of a safe environment is negligence. I did not once say contracts were a bad thing, I said don't cry when you do get scammed because everyone now knows a constant rate based on statistics that users will be scammed.

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So tell us how it would get to 1% ?

There will always be people that will dispute something or anything, just like there will always be shoplifters . There is nothing that can be done. Only thing to perm stop scamming is to close the marketplace, It's just not gonna happen.

If someone buys something and is not happy with it and disputes, i don't see how that is Owner/staff neglecting the community.

Thanks

James Burnham - March 12, 2019, 2:37 pm

I wonder if ebay were to offer statistics to the public, what the ratio would be

Who Soup - March 12, 2019, 2:42 pm

(Mar 12, 2019 02:31 PM)System[X] Wrote: [\[CITE\]](#) So tell us how it would get to 1% ?

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Thanks

And why do you believe it's MY job to come up with a solution when I hold no equity in Hackforums? There are known and tested solutions that have been shown to work but I have absolutely no interest in seeing it come to fruition. After talking to staff for months they explicitly told me that they want dishonest business to take place. I recognize progression through his action of introducing contracts, but a large volume of people are still getting scammed which is why I continue to say that he should not be congratulating himself until his rate drops below 1% consistently.

Omniscient - March 12, 2019, 2:51 pm

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What is your problem?

Unsure what Staff told you but I think you are probably misrepresenting what someone said. PM me the quote. But for the record, this is not true.

As for congratulation myself, that's not what I'm doing but even if I was, it's not up to you to tell me what I can and can't do. I've posted statistics, judge them as you will.

If you want to be a fucking asshole then I'll just close your account. No one gives a fuck to read your bullshit.

SIM-964740 - March 12, 2019, 2:57 pm

Excited for all these marketplace changes! Just need a new product to sell... hmmm...

boost - March 12, 2019, 3:06 pm

Awesome stuff! I've been getting a lot of contracts/deal completed these past few weeks. Have done a decent volume of \$ in exchanges already.

System[X] - March 12, 2019, 4:08 pm

(Mar 12, 2019 02:51 PM)Omniscient Wrote: [\[CITE\]](#) What is your problem?

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Well i seen that coming.

Yes Omni congratulate and give yourself a pat on the back. Contracts have done exactly as you said they would if not better. There will always be users that don't like change but tuff.

And on average with the stats that's around 1 bad deal out of 500. In my eyes and many other that's not bad at all.

Keep it up :)

Thanks

Zoomers - March 12, 2019, 8:24 pm

Thank you for your commitment bro :)! Right on

b?xxy - March 12, 2019, 8:32 pm

That's a very impressive margin for scammer ratio.

Awesome stuff Omniscient.

Happeh - March 12, 2019, 11:56 pm

Not any of my business, but curious out of those 1.3%, how many were resolved (with a ban or problem was solved), unresolved/ongoing, etc.

Either way, 1.3% is a great achievement, despite what the asshole was saying, I'd be patting myself on the back if it was me lmao.

Omniscient - March 13, 2019, 11:02 am

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Really unsure because that's not part of Contract stats and I'd have to run a different query to check on Disputes how many now have closed accounts. But looking over Disputes Contracts in my ACP I

can see the members and I'm guessing at least 10% are closed or banned. A lot of Disputed Contracts are also NOT scams. They are just deals gone bad. There is a big difference.

Roytoy - March 13, 2019, 11:11 am

A big step in the right direction for HF!

Ren And Stimpy - March 13, 2019, 11:12 am

Been using the contracts since right before March 1, and love it. No issues and both sides (seller/customer) have been happy and no issues with making contracts. Even as non-vendor

#ScammerFREE #HackForums

Cash - March 13, 2019, 11:14 am

I'm willing to bet a lot of the contracts are for CE trades, where most chargebacks don't happen until 2 weeks to a month. It will be interesting to see if that raises the percentage of disputed contracts.

Not a complaint about the contract system, I love it, just an observation.

Deal - March 13, 2019, 11:14 am

(Mar 13, 2019 11:02 AM)Omniscient Wrote: [\[CITE\]](#) Really unsure because that's not part of Contract stats and I'd have to run a different query to check on Disputes how many now have closed accounts. But looking over Disputes Contracts in my ACP I can see the members and I'm guessing at least 10% are closed or banned. A lot of Disputed Contracts are also NOT scams. They are just deals gone bad. There is a big difference.

Actually the majority of the deal disputes in the section are as you say just deals that has gone bad.

Deal disputes with actual scammers are rare these days. And the ones that scammed has been taken care of quite fast.

Not one person has charged back when using my CE service.

Back in the days that was a serious issue, but now I don't even worry too much about it.

buyerfortsk - March 13, 2019, 11:32 am

Thank you omniscient for your work !

Very glad to hear that HF take action to protect his members!

S3AR - March 13, 2019, 12:40 pm

Great to hear this news!

I really like the news about contract system, definitely good change!

ComputerScience - March 13, 2019, 1:02 pm

Do not forget that many scams happen also without opening a deal (yes, they can blame themselves), however I am sure scam rate is much higher due to this. Wanted to add this, since I think some people assumed there are only 1.3% scams out of all deals, which wouldn't be true.

Lavish Living - March 13, 2019, 1:04 pm

(Mar 13, 2019 11:14 AM)Cash Wrote: [\[CITE\]](#) I'm willing to bet a lot of the contracts are for CE trades, where most chargebacks don't happen until 2 weeks to a month. It will be interesting to see if that raises the percentage of disputed contracts.

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What... the same amount of CE contracts existed 2-4 weeks ago as there are today, since CE section REQUIRED contracts MONTHS ago.

So your statement makes little to no sense.

Altidore - *March 13, 2019, 4:53 pm*

No problem with contacts, i'm a fan of legit deals anyways, whatever helps securing this needs to be done, was a step in the right direction, sellers who can't or don't want to take some extra work to have a smooth payment, will just lose business, in the end money speaks loud and they will be forced to adapt and in the end everyone wins.

Effexion - *March 13, 2019, 4:57 pm*

Llost a lot of rep during the reset but it's great to see it was for a good cause. Those stats are a sight for sore eyes and a real tribute to the progression of your site.