

A close-up photograph of a hand holding the neck of a dark-colored guitar. The background is filled with warm, out-of-focus lights, creating a bokeh effect. The lighting is soft and golden, suggesting an indoor setting with string lights or stage lights.

When your business relies on
Facebook and your account is
hacked

Social Media

idcare

www.idcare.org

When you are a famous musician, but you can't tour and rely on Facebook

Peter Cupples has been an Australian music legend since the 1970s. His band, Stylus, was the only Australian act to be released by Motown Records and his music career has spanned decades.

Then COVID-19 hit and Peter's ability to be involved in a live show was decimated. He had to turn to Facebook to stream his performances and, like many small businesses, he was dependent on social media to earn an income.

But when Peter's Facebook page was hacked, a scammer was communicating with his clients and his income stream dried up. Peter tried reporting it to Facebook, he has also went to police and police eventually sent him to IDCARE for assistance.

"It has been months since I've had a job, which is not good.," Peter said.

Peter realised his page had been taken over by hackers when "I couldn't get into it". "I noticed when it came up for me to verify, there was another email attached to it," he said.

"So, I couldn't get in, and if I tried to change the password, it would send the hacker an email."

Peter is not aware how the hacker gained his details to access his account, but he admits his Facebook security wasn't very tight before the incident. "You didn't think about it when you first set up your Facebook account," he said.

He has had several messages from others in the music industry who have had the same thing happen to them.

"It's been an incredibly frustrating few months."

Peter also ended up getting scammed by someone else in his bid to try and reach Facebook. "I was pretty gullible with that one," he said.

He found an organisation online that claimed they could contact Facebook. "They wanted to be paid in cryptocurrency. I paid them \$200."

Peter admits trying to resolve his Facebook account took a toll on his mental health.

"You get down about it. It is so incredibly frustrating," he said.

IDCARE has been working with Facebook to help Peter get his account back.