



Department: Employers
Full Name: Margus Meigo
Email: waffad@gmail.com
Username: Waffa
Operator: Donald G

17:23 **There are currently 2 people ahead of you in the queue.**

17:23 **Username: Waffa**

17:23 **Please wait and one of our Customer Support Agents will be with you shortly.**

17:26 **Donald G:** Greetings from Freelancer.com Support Desk! My name is Donald. How can I help you today?

17:26 **You are now chatting with Donald G (CX Specialist - Live Chat Support). Let us know if our Customer Support Agent assisted you well by answering the survey at the end of the chat.**

17:26 **Donald G:** Hi, Margus!

17:26 **Margus Meigo:** Greetings,

17:27 **Margus Meigo:** You possible know, that there is a scripts that people Use to place fake bids?

17:27 **Margus Meigo:** automatic bids, without reading what is told

17:27 **Margus Meigo:** and that they use network of them self to award each other for projects that are made by them self, to build up profiles like that over a years

17:28 **Margus Meigo:** I was wondering, do You have some plans to combat that also, is there some development in progress?

17:28 **Donald G:** Actually, depending on what membership plans they are subscribed to, freelancers have limited number of bids per month.

17:29 **Donald G:** So freelancers tend to be careful in placing bids on project, as placing bids on a project does not guarantee that the project will be awarded to them.

17:30 **Margus Meigo:** Oh, did not know that. Of-course most of them have professional as it is easy to pay for that as long they get even few clients per month it is worth. Well, i guess they use then thousands of accounts or something maybe.,

17:31 **Margus Meigo:** yes but if they use their network of bidders, 30 people, or 200 accounts working in together, then they can do a lot of damage.. but in the end, they use some kind of automatic scripts, one program it self has told methat

17:31 **Margus Meigo:** i was thinking, maybe give some ideas, how to stop the automatic bidders

17:31 **Margus Meigo:** You know as it will bring quality down,

17:31 **Donald G:** There are no such bidders.

17:32 **Donald G:** When a freelancer places a bid, they are given limited number of characters when they type in their proposals.

17:33 **Margus Meigo:** well, not at same time, , they use algorithm or human logic, of what accounts bid how much per moth i guess, as it is , one thing is Clear, the NOT reading on what they bidding on

17:33 **Donald G:** Also, users are required to have their identities and addresses. For that, they submit IDs and documents to have their individual identities verified.

17:33 **Margus Meigo:** As basically i saw lot of time to write complete instructions, on what to bid, and when One starts chat with me, they have no idea what i told and ask instructions

17:34 **Margus Meigo:** Yes in asia country's people work together, to get ID s and addresses for hundreds of fake accounts are Easy job

17:34 **Donald G:** Failure to undergo such verifications will limit a user's further access to certain features in the site.

17:34 **Margus Meigo:** Anyway, so would some Captha stop the automatic scripts for bidding ?

17:35 **Margus Meigo:** (the profiles that use scripts have more then 10 verified reviews usually)

17:36 **Donald G:** We are saddened if you see it that way, but our Verifications team is so keen processing identity verifications.

17:36 **Margus Meigo:** one true programmer just complain, that as soon as better platform comes they will go away, but they have to use this for now as it is most popular still, but they told also, that fake bidders trashing nearly all bids

17:37 **Margus Meigo:** well, as i told, identity is SO easy to make for great amount of accounts, as this amount of money, for some other country, is a lot, so they work for that instantly, different kind of mindset

17:37 **Margus Meigo:** You can make test if You want, i cal tell You how

17:37 **Margus Meigo:** can tel you how

17:37 **Donald G:** We are saddened that such negative assumptions are attributed to the site, but we understand where those fears come from.

17:37 **Margus Meigo:** Do You want ?

17:38 **Margus Meigo:** it is not assumption, it is first hand experience, and feedback from programmers who have been working here, using Your services more then 10 years

17:38 **Margus Meigo:** i am here to help, not criticize

17:39 **Margus Meigo:** they newer come to tell You that, for some reason, as society is made in a way, they see it as not their problem, i am different ind of mindset

17:40 **Margus Meigo:** when i see Your site has flaws that others exploit, i see it as someone exploiting my world, and ruing a really great website, with huge, much bigger potential

17:40 **Margus Meigo:** then it is now

17:40 **Margus Meigo:** How much daily users You got now?

17:40 **Margus Meigo:** Or daily posters of work ?

17:40 **Donald G:** We appreciate it if you wish to help, however, the thought of some accounts can just place bids on newly posted projects on auto does not make sense, especially that bids are limited to a certain number for freelancers every month, depending on the membership plan they are subscribed to.

17:42 **Margus Meigo:** It is Confirmed, that it is like that, if You want i can help for you to find Clear proof for that, i can find scripts for you for that and also human networks who do it manually as workers to "net for work" so they get what they try to get and then when they win, it will be shared to real workers, who take over, or they try to resale it locally

17:42 **Margus Meigo:** but it is really troubling real programmers with honest profiles

17:43 **Margus Meigo:** Okey, do you want simple test you can do, to test Yourself ?

17:43 **Donald G:** I'm sorry if you see it that way, but employers are careful on choosing who they award their projects to.

17:43 **Margus Meigo:** To see, that program what they bid on is not read, they not read what they bid on

17:44 **Margus Meigo:** well, you do not have to be sorry, you not owner of a website

17:44 **Margus Meigo:** can you refer me to a Level up, to more of a management team who i can talk about it ?

17:44 **Donald G:** Most of them initiate conversations with their prospective freelancers before they decide whom to award their projects to. They tend to make sure that the account owner is as they introduce themselves.

17:44 **Margus Meigo:** Your job also deepens of that when site eventually loses potential and will be sold off

17:45 **Margus Meigo:** you can not CHAT before you award a project to a person

17:45 **Margus Meigo:** at least my professional account does not allow to chat people who i have not made business deal in here

17:46 **Margus Meigo:** and You CAN not know, who is another side, they have learned to use basic technological talk, but they are not real, i tell you

17:46 **Margus Meigo:** You know, biological robots basically , but before that, they use methods, that even is not human related, they NOT READING what they bid on, i tel lyou

17:47 **Margus Meigo:** I was thinking this is basic knowledge you have, as it is BASIC knowledge for people who are programmers long time working on this site

17:47 **Donald G:** If you insist on those assumptions, we suggest that you send us a message to support@freelancer.com.

17:47 **Margus Meigo:** do you have MORE direct contact

17:47 Margus Meigo: i am talking to support now and it seems i not getting throught

17:48 Margus Meigo: you not even want to find out how to spot fakes

17:48 Margus Meigo: this is NOT assumption, do not insult me

17:48 Margus Meigo: it is info directly from people who have working on and using your side for LONG time, perhaps longer then You have work in here

17:48 Donald G: We understand what you are saying, but with what you are suggesting, we advise that you lodge them via email to the email address we shared earlier.

17:49 Margus Meigo: So You not have any superior contact, at all ?

17:49 Donald G: Aside from those you are proposing, do you have any other particular issue you need our help with?

17:49 Margus Meigo: Yes issue is that You not interested to ask help from me

17:49 Margus Meigo: about how to spot fakes, it is really strange

17:50 Donald G: Is it with regard to a particular project? If so, do you have the project ID?

17:50 Margus Meigo: You are kidding me right ?

17:51 Donald G: If you need our help with a particular project, we can look it up for you.

17:51 Margus Meigo: someone got information, ideas how to help your site and you ignoring the issue, not interested to know how ? Are you under hypnosés ?

17:51 Margus Meigo: Do You want i post project about it up public, fine i do so i pay for it also

17:51 Donald G: Sorry if you feel that way.

17:51 Margus Meigo: Okey i make public project about it then

17:52 Donald G: In our site, it is employers who post their projects.

17:53 Margus Meigo: Yes i post a project, about how to spot fake profile bidders, on your portal, is that OK ?

17:53 Margus Meigo: i include this log there also

17:54 Donald G: As long as it does not fall under the categories in the page for which the link is provided later, it will be fine if you post it on our website.

17:54 Donald G: <http://www.freelancer.com/faq/question.php?id=134>

17:55 Donald G: In that link, you will see the categories under which invalid projects are listed. As long as your project does not fall under any of those categories there, that will be fine.

17:55 Margus Meigo: Okey so You not allow to post it here, so i have to post it on competing site you say ?

17:56 Margus Meigo: That better idea, true, as here to many fake profiles will bid and confuse

17:56 Margus Meigo: Thank You!

17:56 Donald G: As we have advised, you can post your project on our site for as long as your project does not fall under any of the categories listed in that page for which we shared you the link.

17:57 Donald G: Otherwise, it will be closed down if it is found out to violate our Terms and Conditions.

17:57 Margus Meigo: Okey i will try first in here, if it is rejected then will try other places, perhaps need in other places anyway as many programmers have left already from here for that reason

17:58 Margus Meigo: So they can not advice, will You recommend a Contest or a Project for that ?

17:58 Donald G: Aside from what we have discussed so far, are there other concerns we can help you with?

18:00 Margus Meigo: Yes would be nice if You still ask in person, some methods that YOU can use to test, and find out automatic bidders, who do not read a project on what they bid on, this would be nice if You ask some advice from me how to find out some of them

18:00 Margus Meigo: But Contest is better right, ?

18:00 Donald G: If you want a job completed by a single freelancer, you are advised to post a project. If you want to crowdsource a job, then you are advised to post a contest instead.

18:01 Donald G: For more on comparison between the two, you may refer to the information on this page: <https://www.freelancer.com/support/General/contests-vs-projects>

18:01 Margus Meigo: I want people to flood in a lot of ideas, how to stop fake profiles and how to make Freelancer more better and secure, what you recommend ?

18:02 Donald G: If you want to get submissions from users before you decide which ones are the best, then you may post a contest.

18:02 Margus Meigo: (under fake, i mean, people who say they have skills what they do not have)

18:03 Margus Meigo: Okey, Contest it is, i will still try to get some help from email also you give

18:03 Margus Meigo: You still not want any ideas, how to test it yourself, easy and free?

18:03 **Donald G:** However, if you wish to evaluate freelancer's suitability first before you award them the job, you may post a project. Oncer more, for more on the comparison between these two, you can refer to <https://www.freelancer.com/support/General/contests-vs-projects>

18:04 **Donald G:** We suggest that you lodge those via email through the email address we gave you earlier.

18:04 **Donald G:** Again, that is support@freelancer.com, and once we receive it, it will be forwarded to the appropriate department.

18:05 **Margus Meigo:** Well, first i ask, if they want to. If not interested, then we just have to buy this site and make it in to what is needed, ... remember when we had talk in Skype office, and they did not listen me, took little time and Microsoft buy all of them

18:05 **Margus Meigo:** Okey, Will do

18:06 **Donald G:** Aside from these we have discussed about, do you have other concerns?

18:06 **Donald G:** Or will that be it?

18:06 **Margus Meigo:** Thank You for now Donald, and please, have more outgoing spirit, it will not hurt yYou to ask also help from these who You think you should help,

18:06 **Margus Meigo:** yes

18:06 **Margus Meigo:** See Yo!

Customer Support HQ: <https://www.freelancer.com/support>