Trust and Safety

ArtPay · Last updated 2026-06-22

Fraud & Security Centre

Protecting you is our priority. If you believe your account has been compromised or you have encountered suspicious activity, act immediately using the contacts below.

Report Suspicious Activity

- BUYEASY TECHNOLOGY CO., LTD (DBA ArtPay)
- Email: support@artpay.co
- Phone: +1 778-654-0924
- Additional Phone: +1 619-362-7520
- Website: https://artpay.co

To report suspected fraud, email us with:

- Your name and client ID
- A description of the suspicious activity
- The date and amount involved (if applicable)
- Any relevant screenshots or transaction IDs

Escalate to Regulators

- Canada — FINTRAC — 1-866-346-8722 — fintrac-canafe.gc.ca/reporting
- Canada — Canadian Anti-Fraud Centre (CAFC) — 1-888-495-8501 — antifraudcentre-centreantifraude.ca
- United States — FinCEN — 1-800-767-2825 — fincen.gov/resources/reporting
- United States — CFPB — 1-855-411-2372 — consumerfinance.gov/sending-money

How to Stay Safe

We will never:

- Call or email you asking for your password, PIN, or one-time passcode
- Ask you to send money to "verify" your account or reverse a transaction
- Pressure you to act immediately without time to verify

Watch out for:

- Phishing emails — fake emails impersonating BUYEASY or ArtPay asking you to click a link or confirm account details. Always check that the sender's email domain ends in @artpay.co
- Impersonation scams — someone posing as a BUYEASY or ArtPay agent, a government official, or law enforcement asking you to transfer funds urgently
- Romance or investment scams — being asked by someone you have met online to send money through the Platform on their behalf
- Unauthorized transactions — any transaction on your account that you do not recognise

If You Think You've Been Scammed

Act quickly — time matters with financial fraud:

1. Stop all transfers — do not send any further funds
2. Contact us immediately at support@artpay.co
3. Change your password and two-factor authentication settings through the ArtPay app or website
4. Report to the Canadian Anti-Fraud Centre at 1-888-495-8501 or antifraudcentre-centreantifraude.ca
5. Report to local police and obtain a case reference number
6. Contact your bank if your bank account or card was used

Verify You Are Talking to Us

If you receive an unexpected call or message claiming to be from BUYEASY or ArtPay and you are unsure it is genuine, do not reply, and contact us directly using the details at the top of this page.

Our only official contact channels are:

- Emails from the @artpay.co domain
- Phone: +1 778-654-0924
- Additional Phone: +1 619-362-7520
- Website: https://artpay.co