



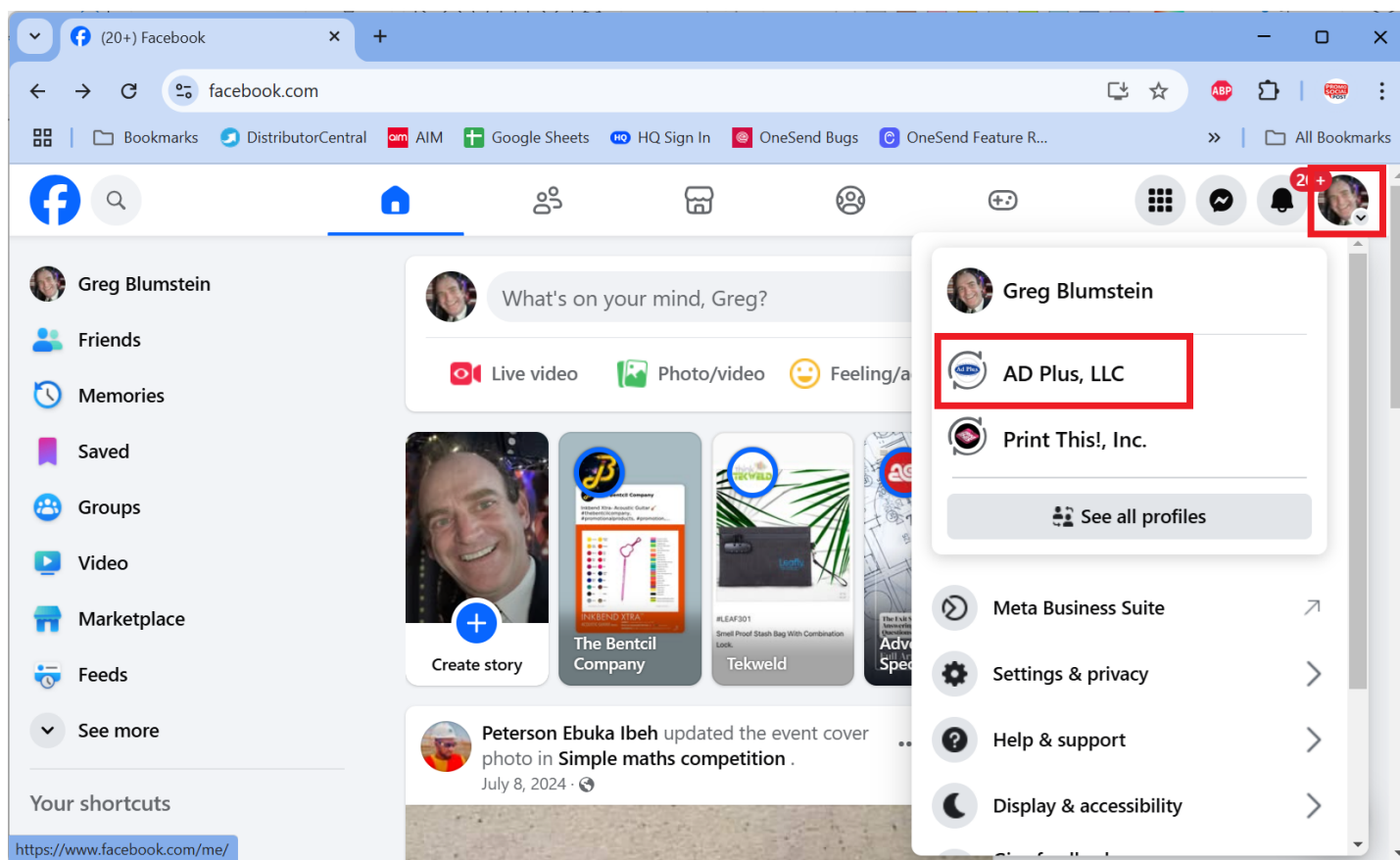
# Facebook Guide

## Avoid Your Page Will Be Removed Scams

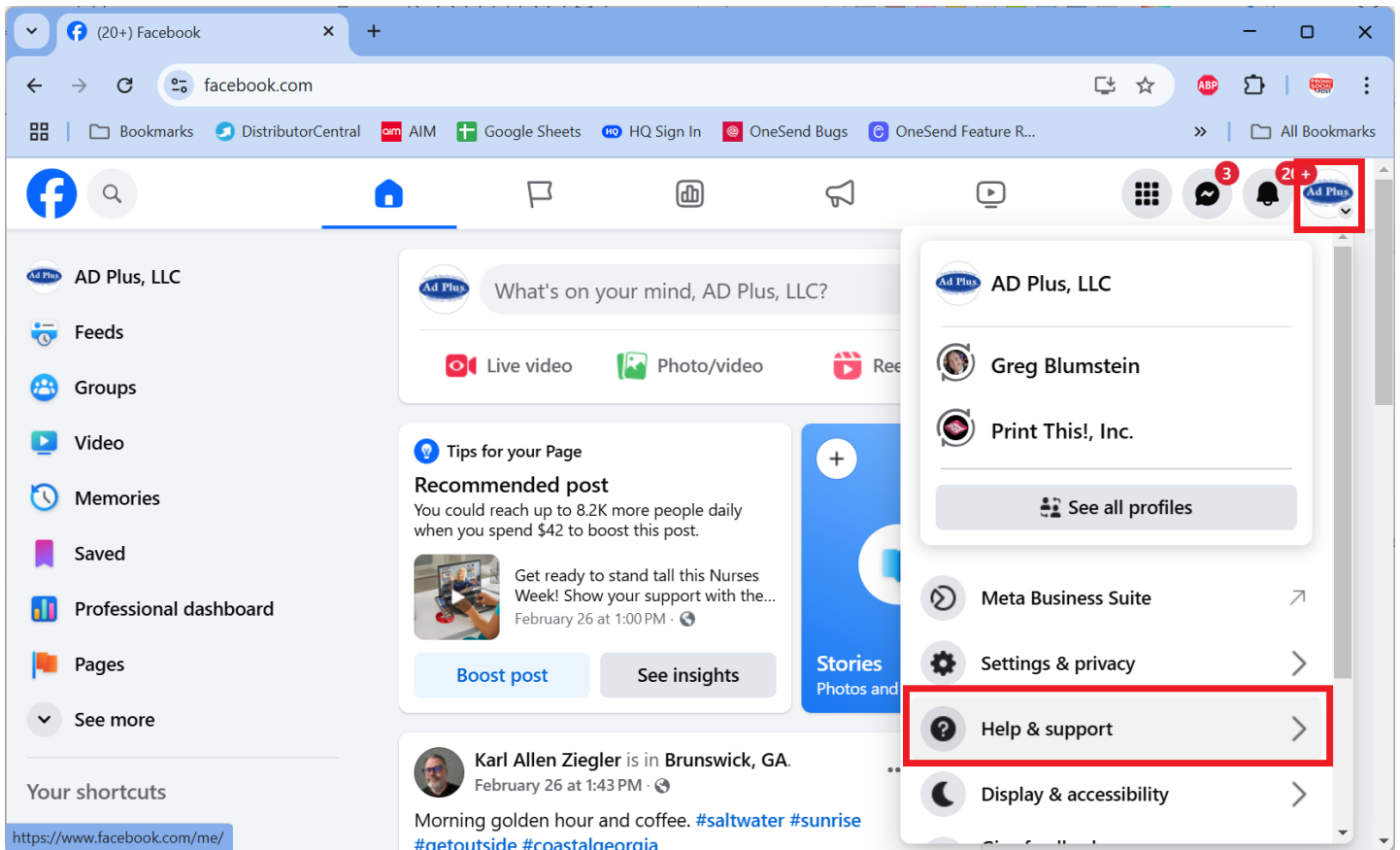
There is a common scam that Facebook users get via email or messenger that says “Important Notice From Meta: Your Facebook page is scheduled to be permanently removed...”. While alarming, it is important to determine if this message is legitimate. Fortunately, there is an easy way to confirm if it is legitimate or not.

**DO NOT CLICK OR RESPOND TO THE MESSAGE UNTIL YOU FOLLOW THESE STEPS**

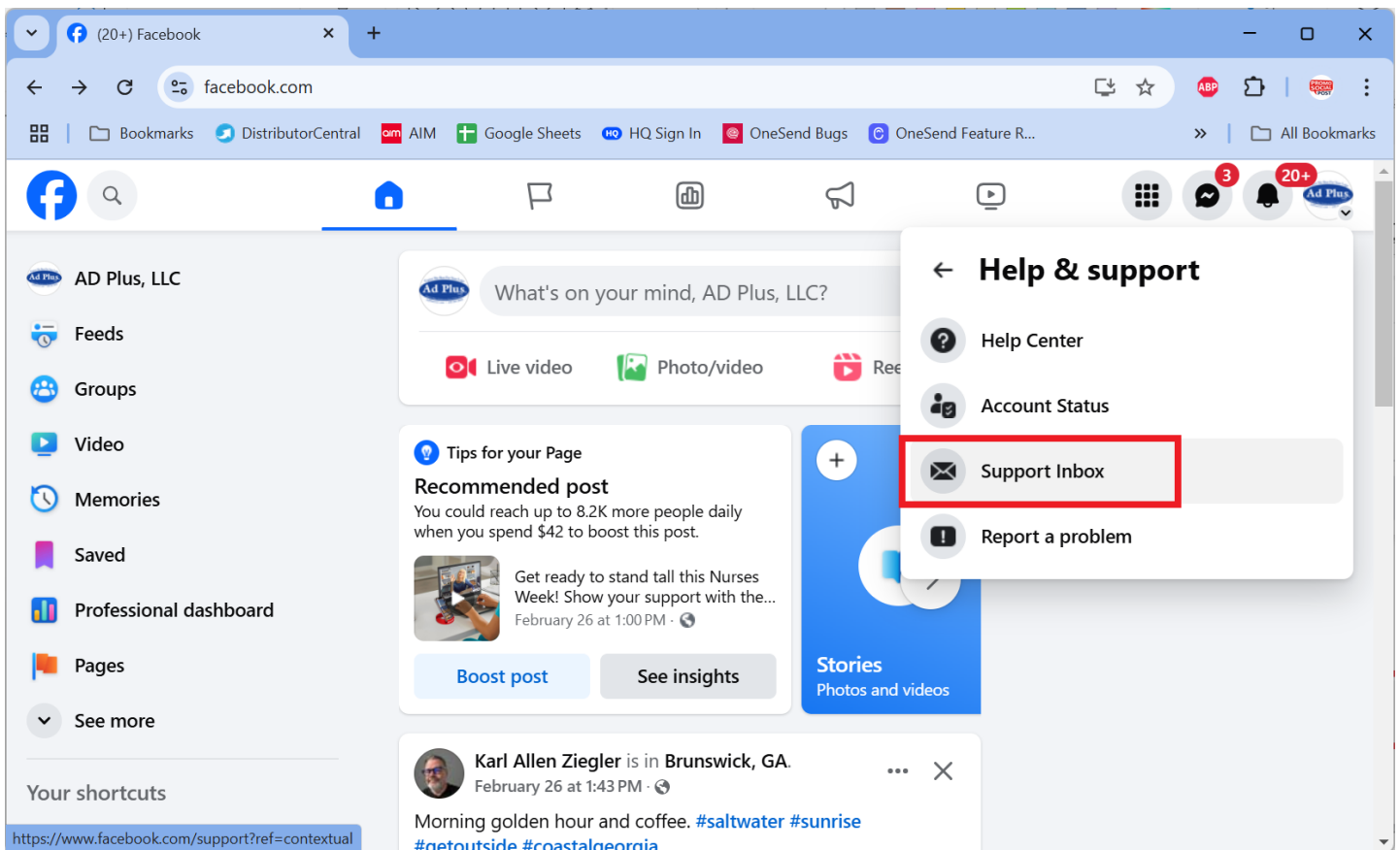
1. Log into Facebook.
2. The user needs be changed from your personal Facebook account to the distributorship account. Click the button on the top right corner that likely has your picture in it. In the popup menu, click the name of your distributorship. In this example, it is “Ad Plus, LLC”. If you do not see the name of your distributorship, then click on the “See all profiles” button and select the distributorship in the popup window that opens.



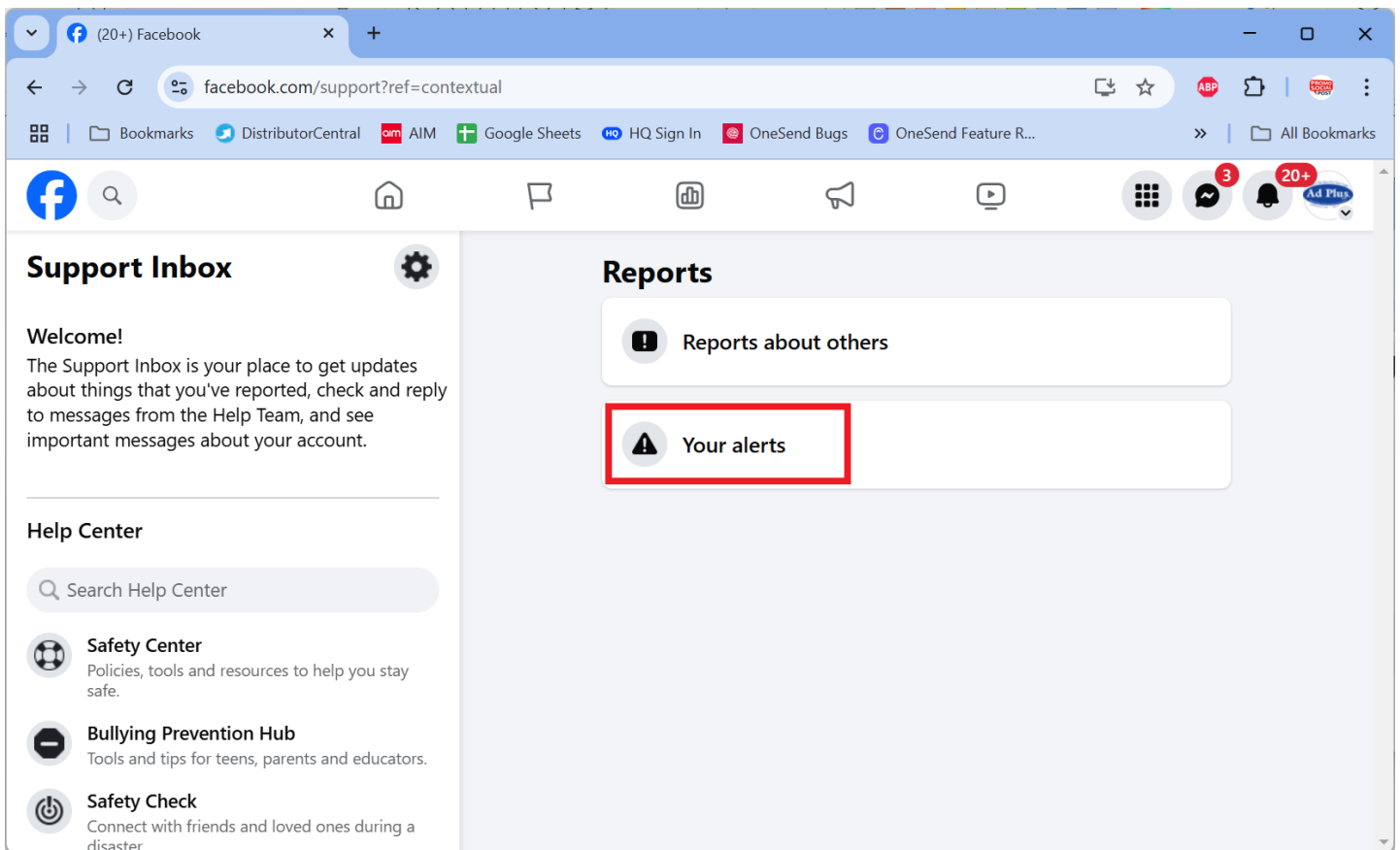
3. You are now logged into Facebook as your company and not yourself. Click on your company logo on the top right corner and then “Help & Support”



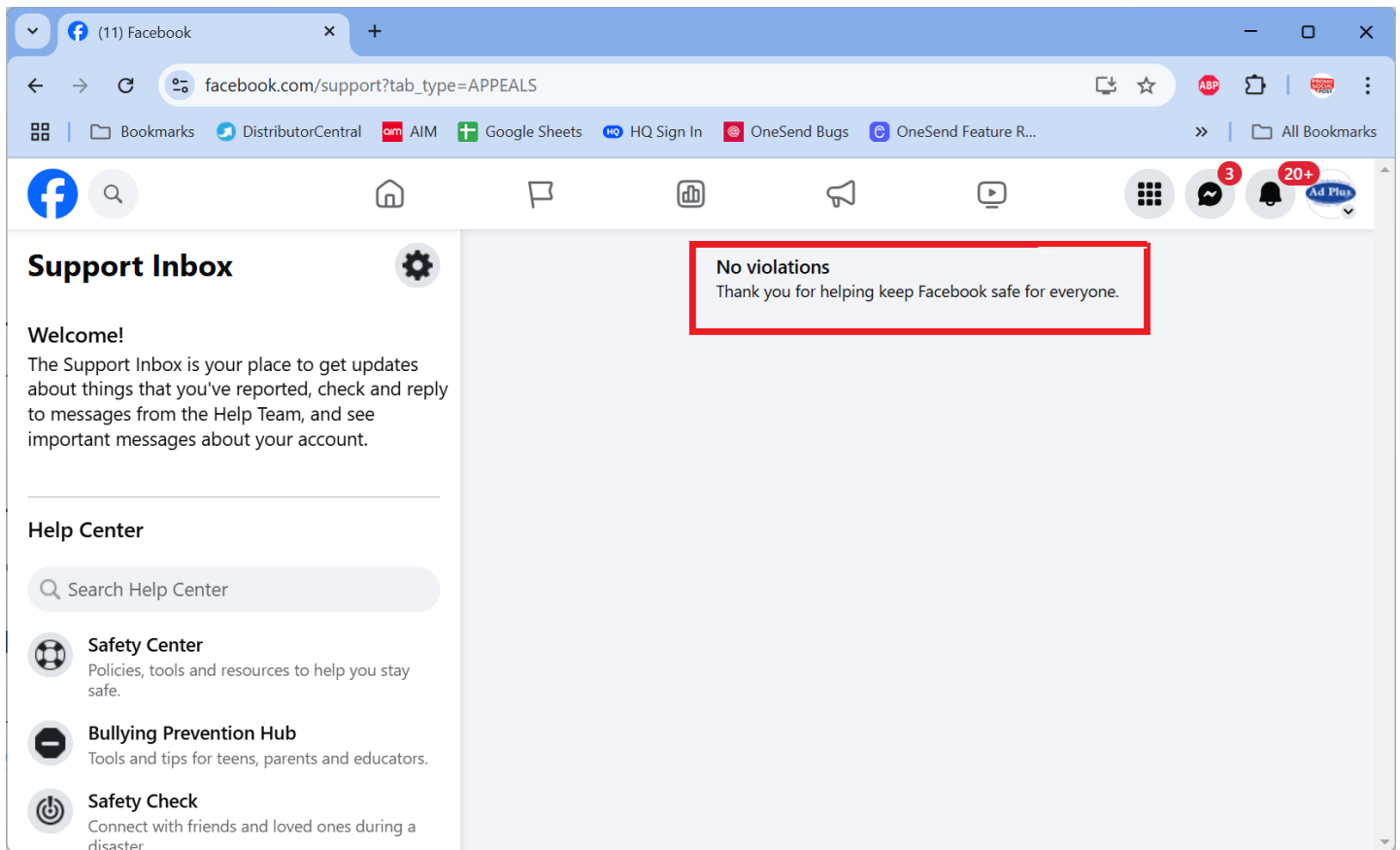
4. In the next menu that is displayed on the top right hand corner select “Support Inbox”



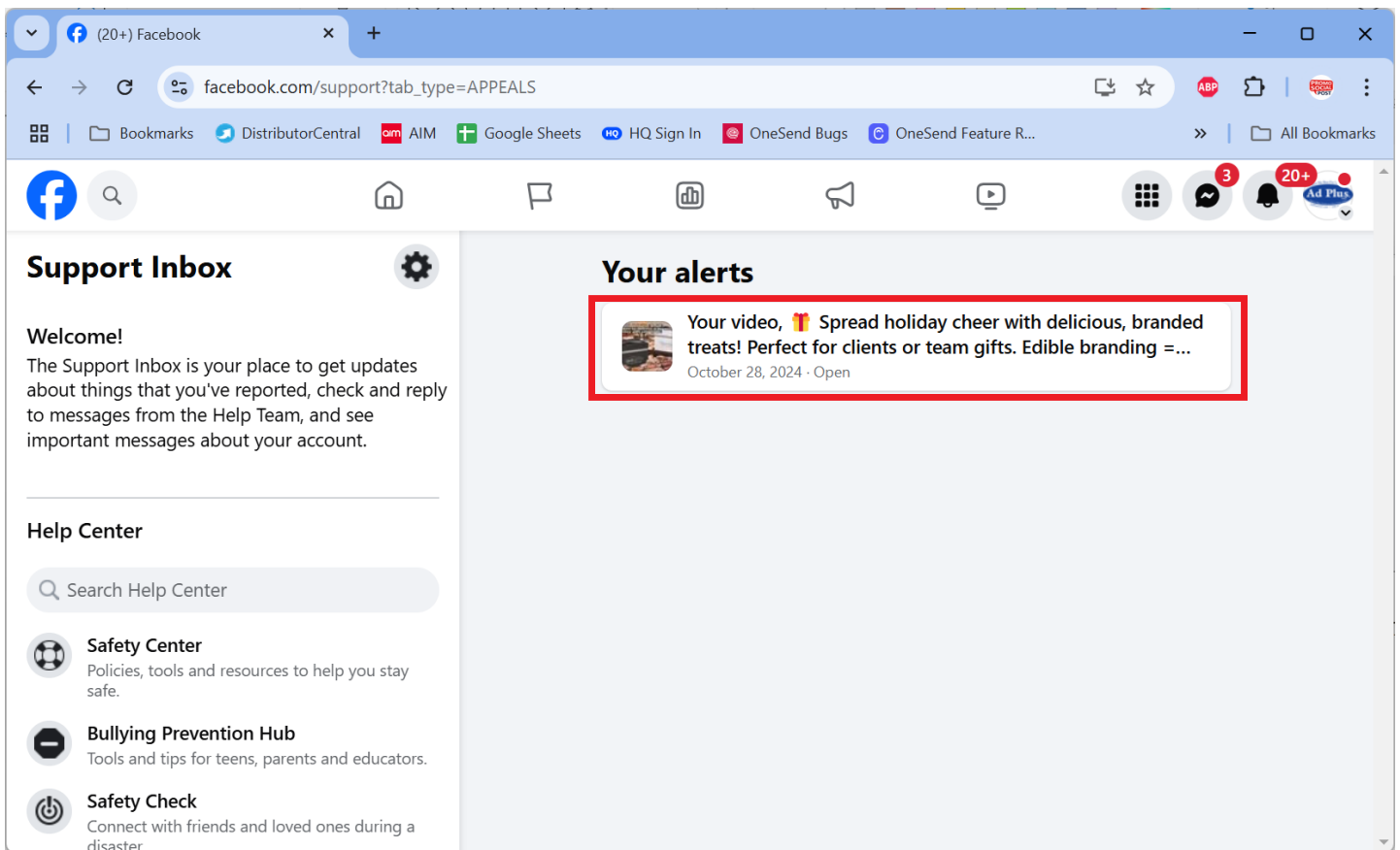
5. On the next page, click on “Your Alerts”



6. If it says “No violations”, then you know the message you received was a scam. If there is a notification on this page, then you need to deal with it. We have never seen a notification that will close a users Facebook page before, and we are/have managed hundreds of Meta accounts.



7. There is a chance it says something like “Your video...” like the image below. Click on the message.



8. The next page states, “Your video is sharing revenue with the music rights owner.” This means the video contains music that it didn’t have permission to use, and any ad revenue generated by the video will go to the music rights owner. All of the videos we publish use music legally. Tools like Canva offer music libraries with rights-cleared tracks, meaning you can use them at no cost. The issue arises when music owners claim their rights over videos online without verifying if the music was used legally. In these cases, it's the responsibility of the video publisher to dispute the claim. However, in the bigger picture, this is not a significant issue. You won't be receiving any payments from Facebook for videos published unless they generate enough ad revenue to qualify, and we're not aware of any distributor that meets those requirements.

The screenshot shows a web browser window with the Facebook URL `facebook.com/support/?item_id=1156479672772650`. The page is titled "Support Inbox" and "Support message". On the left, the "Support Inbox" section includes a "Welcome!" message and a "Help Center" search bar. The "Help Center" section lists three categories: "Safety Center" (Policies, tools and resources to help you stay safe), "Bullying Prevention Hub" (Tools and tips for teens, parents and educators), and "Safety Check" (Connect with friends and loved ones during a disaster). The main "Support message" section shows a message from "AD Plus, LLC" published by the "CoSchedule App" on "Monday, October 28, 2024 at 1:03 PM". The message states: "Your video has new updates to review" and "This video is sharing ad revenue with music rights owners". It includes a link to `https://bit.ly/4fpvs4Z` and hashtags `#EmployeeGift`, `#Brand`, and `#Chocolates`. The message also features an image of a box of chocolates with the text "We understand what it takes to deliver a superior holiday gift program."