

Note: We hired a Chinese-speaking investigator to examine the edu-chn.com website, with an emphasis on: (i) having him try to pay for products and (ii) calling the phone numbers listed on the website in order to determine where he can buy a debit card (which the company also calls "learning cards") to purchase products. Below is our investigator's report:

Report on the debit cards / learning cards

There is no relevant information about the learning card on the CEU website, so I'm trying to buy it online. CEU recommends the following methods:

1. **E-bank** - I've tried the e-bank payment methods and found them non-functional. As far as I can tell, this website is misleading customers and actually not providing the e-banking option. Generally, an e-bank provides customers with a plug-in that transfers customers to the bank's website, featuring a consistent look to assure safety for online buyers in China. Moreover, an e-bank's webpage typically reminds visitors to install its plug-in to prevent viruses and Trojan horses. However, CEU doesn't adopt any plug-in and just provides several welcome pages instead. It guides me to enter the amount of money for my account and password. Then, I am guided to click the button "continue". Consequently, the link leads to an error page.
2. **Mobile-phone payment** - I've tried to pay by mobile phone and met the same problem. During processing, I'm led to the following message when I get to the last step:



INDUSTRIAL AND COMMERCIAL BANK OF CHINA *Order payment service*

Error description

Information code: 96111056

Message: Sorry! The system reports an error and please try again later.
Record the error code and contact the bank if you fail again.

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The URL is supposed to have the same domain name (icbc.com) as Industrial and Commercial Bank of China (ICBC). It is impossible to have an IP not from ICBC. I think the designer of this website has imitated and copied the ICBC webpage to its own website, misleading customers to believe that the problem lies at the bank, instead of at the edu-chn.com website.

3. To gain more information about the learning card, I dialed three numbers listed in this website:

87000663 - I dialed this number and heard a recorded female voice, saying it was a switchboard number and I should dial 0 and then the extension number. Three seconds after her tone was over, the call was cut off. I had no chance to enter any number. I can see that there's only a message that left short waiting time without an extension number. It's a sham.

82335792 - I dialed this number and heard the same voice. Unlike typical call centers, she didn't introduce her own company or ask whether I need any service. Instead, she just said "Hello". I asked if that was CEU, she hesitated for a while and then said she would ask someone else to answer my phone call. A few seconds later, the phone was hung up.

82335794 - I dialed this number and heard the same voice. I asked, "Is the online payment system under development or is there a problem with it? Does CEU provide any other payment method?" "This is the fax room," she answered, "Our technical support will answer your questions." "How should I contact your support?" I asked. Then, she asked me to leave my number and said she would call me later after consulting their technician. She neither forwarded me to someone else nor provided the technician's number. After that, I didn't receive any call from her. Despite being a call center, they don't even have caller ID.

4. After the above steps, no more investigation can be done on the learning cards. The website is concealing the truth. Unfortunately, I can gain no more information about it. Nothing else can be found on the website to help me acquire learning cards.

5. Others points to note:

- Besides payment, there are many other problems with the website. There is a module called Entrepreneurship on the website that is designed to help students start a business. Clicking it, I see many resumes applying for jobs on this website. But I can easily figure out that all of them are fake after reviewing them carefully. All resumes provided are consistent in form and style, and strangely enough, all of them have listed applicants' personal websites, which is rarely seen in China. I've browsed these websites, and found that they are just empty blogs.
- Instructional resources that can be freely downloaded from the website are available to download from other well-known websites in China.
- No news published on the website is original.
- The website is poorly designed with respect to content and formatting.

6. I have seen no evidence that this is a properly functioning website.