

### Protecting the Consumer 2012-2014

Prepared By: Oz Digital

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# What People Are Selling

- Green Coffee Bean Extract
- Phytocermides
- Garcina Cambogia
- African Mango Extract
- Garcina Cambogia
- Saffron Extract
- Chitosan
- Forskolin
- Turmeric Curcumin
- Yacon Syrup
- Red Palm
- Raspberry Ketones







## How They're Selling It...

- Online Banner Ads: Ad Networks (SiteScout, AdSense), etc.
- Ad Word Buys: Google, Facebook, etc.
- Direct Marketing: Email, Text, Phone, SMS
- E-commerce: Amazon, EBay, various nutrition storefronts, etc.
- Social Media: YouTube, Facebook, Twitter, Pinterest
- Broadcast/Traditional Media: Television, Radio, Magazines



# "Making Millions Through Nutrition"

Video Credit: Pace Lattin: <u>http://www.youtube.com/watch?v=9zMIOrRkpAM</u>





## Ads Featuring Dr. Oz or The Dr. Oz Show



### **More Ads Featuring Dr. Oz or TDOS**



### Dr. OZ's Miracle Diet



Discover the Awesome Truth About Dr OZ's Hottest New Diet. Learn Morel



Garcinia Cambogia as reviewed on Dr OZ



Lose 20 lbs in 4 Weeks? Dr OZ: "Miracle Pill Burns Fat Fast"





### **More Ads Featuring Dr. Oz or TDOS**



Kill a bit of your wrinkles everyday by following this 1 old weird tip

#### Oprah Looks 29



Dr OZ: "Better than a facelift"

" Last Night Dr Oz Spoke About Green Coffee Beans & How They Can Help You Lose Weight "



THE DR



Dr OZ: "Better than a facelift" Could this be the end of Botox? Hailed as "the secret to cheat your age." Reduce your wrinkles today. Read More

#### Demi Moore Looks 29



Dr OZ:"Better than a facelift"



### **More Ads Featuring Dr. Oz or TDOS**



Doctors Banned this Video

#### Can You Cure HEART DISEASE?



Shocking video reveals why America's top doctors claim this weird ingredient may stop Heart Disease dead in it's tracks [video]

#### 55 Year Old Ellen Looks 25



Dr OZ:"Better than a facelift"





#### Eat THIS, Never Diet Again



Dr OZ:"The Holy Grail of weight loss"



### **Use Case 1: Standard Banner Advertisement**

User Action: Click advertisement featuring Dr. Oz, land on "advertorial", click through to "Buy Now" landing page



http://www.garciniacambogia1300.com/beta/index.php?click\_id=128949&AFFID=4&c1=4\_38921&c2=&c3=

# What is an Advertorial?

A newspaper or magazine advertisement giving information about a product in the style of an editorial or objective journalistic article.



### Use Case 2: Paid Ad Words (Google, Yahoo, Bing, etc.)

User Action: Conduct general search, click ad, land on "advertorial", click through to "free trial" landing page





### **Use Case 3: Email (Direct Marketing)**

User Action: Click email link; land on "advertorial", click through to "free trial" landing page

Subject	•• From	ú	Date	^
How to Lose Weight with Dr Oz's Product	<ul> <li>Dr.OZ's Special C</li> </ul>	)ffer •	7/29/2013 6:54 PM	
How to Lose Weight with Dr Oz's Product	<ul> <li>Dr.OZ's Special C</li> </ul>	)ffer •	7/30/2013 2:45 AM	
Dr. OZ: The Best Weight-Loss Product Ever	<ul> <li>OZHealth Specia</li> </ul>	l Offer 🛛 🔒	7/30/2013 5:20 PM	
Dr. OZ: The Best Weight-Loss Product Ever	<ul> <li>OZHealth Specia</li> </ul>	l Offer 🛛 🔒	7/30/2013 10:18 PM	
Dr. OZ: How to Lose Weight - The Basics of Weight Loss	<ul> <li>Dr.OZ Media</li> </ul>	6	7/31/2013 2:45 PM	
Dr. Oz's 25 Greatest Health Tips	<ul> <li>Health by Dr. OZ</li> </ul>	6	7/31/2013 7:40 PM	
Dr. Oz's 25 Greatest Health Tips	<ul> <li>Health by Dr. OZ</li> </ul>	6	8/1/2013 2:29 AM	
Dr. Oz: Weight loss tips that really work	<ul> <li>EverydayHealth I</li> </ul>	vedia •	8/1/2013 4:59 PM	
Dr. Oz: Weight loss tips that really work	<ul> <li>EverydayHealth I</li> </ul>	vedia •	8/1/2013 11:05 PM	
Dr.Oz: Feel Slim & Sexy In & Out Of Your Dress.	<ul> <li>Health News by I</li> </ul>	Dr.OZ 🔒	2:29 PM	

http://www.affiliatefix.com/f9/dr-oz-email-spam-everyday-4635/



http://www.buypuregreencoffee.com/goog/content/home.php

#### **Use Case 4: Facebook Ads**

Vital Mend

Vitamins/Supplements

living. http://www.vitalmend.com/

About - Suggest an Edit

Vital Mend provides healthy alternatives for healthy

27,566 likes · 3,020 talking about this

Photos



🖒 Like

Twitter

G

Pinterest

Shop Now

BUY NOW

Message 🔅 🔻



My Account My

# **Technical Know-How**

### Third party advertisement served as overlay DoctorOz.com as an iFrame (the URL for the advertisement is www.DrOzGreenDrink.net)





## **Deceptive Tactics: Stealing Visuals**

Sites that look like DoctorOz.com, but actually sell products

#### DoctorOz.com

### **Site Selling Garcinia**







To get started, I volumeered to be the guinea pig. Lappried online for a bottle of Garomia Cambogia and Max Debx. Darchie Cambogie is one of Themost credible and fusiworthy diel supprement suppliers on the market. It included a trial of the product and it did notify to tool me into agreeing to additional hidden offers. Another reason Mity Linese Garonia Cambogia is bacause it is the most concentrated and purest Garonia Cambogia on the market. This would give me the most accurate results for my test

Cambogia & Nax Datox combined works in more than one way. "The first way is it

goes in and causes the body to burn glucose, or sugar, and burn fat, mainly in the









#### **REMEMBER!** To get the best results, you must use BOTH products together.

Rachael Ray recently put Garcinia Combogia to the test. The results, were surprising! She lost 27 lbs, and over 4 sizes with no exercise!





### **Cornerstones of Successful Affiliate Marketing**

- Expert Direct Marketers:
  - "Designed to elicit an immediate response from consumers"
  - Leverage user-driven ad words and direct telecommunications
  - Possess sizable advertising budget (ad words aren't cheap)
- Web Development and Strategy:
  - <u>Domain registration</u>, creative elements/messaging/graphics, <u>site development</u>, data capture system, <u>Search Engine Optimization/Specialists</u>
  - <u>Affiliate Offer</u>, <u>Advertorial landing page</u> (featuring celebrities, mainstream media brands)
- CRM Solution:
  - The backend; where the data is stored, how the transactions are processed, where the orders are sent, who gets paid, etc. (<u>LimeLight CRM</u> seems to be best in class)
- White Label Manufacturer:
  - <u>Create your own brand</u>; specify product formula, order product, print your own labels
- Product Fulfillment Center:
  - International drop shipment, call centers
- Content Creators: SEO specialists (page spinners), social media managers, writers, publicists
- **Call Center:** a <u>toll-free call center</u> to process orders; they often can't reference the site their product is sold on or the brand you are attempting to order.
- Credit Card Mitigation Center: a team dedicated to credit card claim disputes



### **How We Responded**





# **Oz Watch: Timeline + Key Metrics**

9/12/2009: Dr. Oz and Oprah Winfrey file civil suit against merchants using their likeness to sell and promote acai berry
9/03/2012: Dr. Oz Announces Oz Watch "If you see something, send something"
9/12/2012: "Dr. Oz Fights to Reclaim His Name" Show
5/06/2013: Dr. Oz Announces the <u>"It's Not Me"</u> Campaign
4/29/2014: "Dr. Oz Takes Down the Scammers" Show

#### Total Cases Reported to Oz Watch through 5/31/2014: 35,000+

- "High Value" Targets (image/logo/video infringements) identified: 9,000+
  - Many reported offenses (thousands) are duplicates. This number excludes social media
- **C&Ds sent to date: 600** (not including YouTube and Facebook takedowns) to 450+ sites
  - Sites taken down + Infringements removed in response to C&D: 300+
  - C&Ds sent that produced no result: 78
  - Average Claims Submitted to Oz Watch Per Day: 50
  - Total YouTube Takedowns to Date: 4,700+ videos
  - Total SPAM Messages Reported: 28,000+

#### General breakdown by claim type (not exact):

- Online: Website, Facebook, Amazon: 62%
- Email/Text: 28%
- Other (Television/Radio/Print): 9%
- In-store: 1 %



### May 2013: Public Awareness Effort - "It's Not Me"



# Dr. Oz's "It's Not Me" Message

Since May 6, 2013, Dr. Oz has ended each show with the following disclaimer

"If you receive an e-mail or any kind of direct marketing claiming to be from me selling a product with my name, my image or the show's name, you need to know **IT'S NOT ME!** I consider anyone that uses my name or my picture to try to sell you a product or supplement reckless and dangerous. They are undermining my credibility with you and the trust you place in me. More importantly, it could be dangerous to your health.

Please go to <u>www.DoctorOz.com/oz-watch</u> to report if you receive any messages that use me to sell you anything.

To see a list of our trusted partners, please go to <u>www.DoctorOz.com.</u>"



### **Brand Protection: Mark Monitor**

#### **Hired MarkMonitor: October 2013**

MarkMonitor tracks online use of our brand and sends legal enforcements.

#### Websites and Paid Search:

- Website Domain Detections: 2,055 results
- Website Content Detections: 4,521 results
- Enforcements Sent: 493 to 341 sites (77% compliant rate)
  - 33% of the enforcements were in response to *OzWatch* submissions.

Online Marketplaces: (Amazon, eBay, Craigslist, etc.)

- Marketplace Detections: 2,306 detections
- Enforcements Sent: 2,145



# Dr. Oz's Call to Action

- Initiate greater intra-agency cooperation between the FTC, FDA, FBI, Congress and State Attorney General offices and the private sector companies (via trade organizations) to identify offenders and shut them down.
- Development of a private sector voluntary "master registry" of celebrity endorsements retained by the advertising platforms (online and traditional) for quick identification of violators. This would be of great assistance to the celebrities who have no practical recourse for trademark infringement and enable the FTC and law enforcement to look in the obvious places.
- A master registry would be a useful tool and if developed, ad hosting services could be expected to cross reference celebrity content and expected to refuse purchases for violators as well as report the purchaser. This would streamline the process and provide a level of accountability for platforms who are making money selling space to scammers.

