

We Are

Shattered Crystal

“I am a 31 yr. old mother who bought a game code for my nine year old son who found this site. This site is absolutely wonderful. The customer service actually called me to confirm my transaction within just a few minutes of my order. This site really is totally secure and they sent the game code to my email IMMEDIATELY! I will be a returning customer!” – Leslie (Verified Shattered Crystal Customer)

“Trust Who?... I began [selling online intangibles] over a year ago, my fraud rate was actually nearing 40% when I started. I was actually in debt, but I was persistent. I searched for an answer. That's when I found Trust Who, the tools provided here enable me to be a much wiser business man.” - Psuedosavior (TrustWho Customer Testimonial)

We Are

... A Team

Marcus Eikenberry: Founder and President

Marcus Eikenberry is a pioneer in the sale of online intangibles. When Ultima Online was released in 1997, Marcus saw not only a great new form of entertainment, but also an amazing and untapped business opportunity. By marketing to the buyers and sellers in the game, Markee Dragon became an Ultima Online legend. Three years later Marcus founded the Shattered Crystal LLC and developed the online anti-fraud system known as “TrustWho Verification”. Today, Marcus continues creating a safer market for buyers and sellers of all online intangibles.

Dennis Hutchinson: Chief Operations Officer

Dennis has over 20 years of information technology and management experience. For the past five years Dennis has provided the key skills and experience to shape Markee Dragon, Inc. into a savvy model of efficiency. As the architect for Markee Dragon’s success Dennis tests new products and emerging markets, focusing Markee Dragon’s vision and ensuring continual innovation.

Nathan Emerson: Manager

With a background in quality assurance and management at JAMDAT Mobile (now EA Mobile), Nathan brings a wide-variety of skills to managing Markee Dragon stores and antifraud services. By monitoring scammers and thieves who target Markee Dragon, Nathan has achieved an average per-sale fraud rate to 0.3%.

We Are

... ShatteredCrystal.com

Shattered Crystal, originally a news website and small store for Ultima Online specific items, has grown to become the top and preferred seller of online video game registration and subscription codes. We are now the world's largest online seller of game registration keys and subscription codes, maintaining stock for a wide variety of online video games. Shattered Crystal also offers a way for many smaller game companies to offer products to their consumers, and we are the primary reseller of online game codes for several independent developers.

By consistently providing a high level of service and maintaining cost-effectiveness, we have become a standard for the markets we participate in. We continually update our stock to meet the newest demands and have a well-developed supply network that we can efficiently and effectively meet the demand of our customers.

We Are

... TrustWho.com

Born from the need for low-cost and effective anti-fraud verification for Shattered Crystal's online transactions, TrustWho now offers a range of services related to internet anti fraud and maintains a high level of service at the lowest possible cost. For online merchants, especially in markets with high risk of fraud, TrustWho offers a quick and reliable system to verify the identity of customers. Even though these online markets are notorious for their high rate of fraudulent purchases, our system successfully combats scammers and thieves producing an average loss rate of 00.3% (2008).

For individuals looking to participate in buying, selling and trading with others, TrustWho offers an individual verification that allows a person to show their verification status. This is not marketed as a bulletproof anti-fraud device, but demonstrates that the verified individual has completed our extensive anti-fraud verification. The TrustWho verification is especially popular among online gamers, who are commonly defrauded while trying to make a trade, purchase or sale.

We Are

... Core Values

- Protecting Online Intangible Assets
- Creating Secure Online Markets
- Exploration and Adaptation

Protecting Online Intangible Assets

The sale and transfer of online intangible goods is typically fraught with issues of fraud and culpability. With no physical package to receive buyers and sellers operate at their own peril. The value of any online intangible is wholly dependent on the reliability and trust between buyer and seller. To provide quality service in the online intangible market we have developed robust fraud and scam protection methods including TrustWho verification. This protection ensures that our customer's and our own online intangible assets are protected from loss.

Creating Secure Online Markets

By utilizing our TrustWho verification as well as offering it's use to customers we have created, maintained and grown secure online markets. The reliability and strength of our anti-fraud methods has earned us a steadfast reputation in the trade of online intangibles. The embodiment of which is www.shatteredcrystal.com, and www.trustwho.com. With the support of the finest staff and latest technologies we aim to become the premier venue for the trade of online intangibles.

Exploration and Adaption

With the fast moving and often viral nature of online communication and entertainment, it is essential that we continually explore new avenues of communication and adapt to new market forces. With a staff eager to implement new technologies and vigilant to developments in both online trade and entertainment we have the adaptability to survive in an ever-changing market and thrive in an industry marked with flash in the pan businesses.