I CAN ACT AGAINST SCAMS

Resource Guide

Brought to you by:

SINGAPORE POLICE FORCE
SAFEGUARDING EVERY DAY

NATIONAL CRIME PREVENTION COUNCIL

Dear Residents,

ANTI-SCAM RESOURCE GUIDE FOR THE PUBLIC

> More than S$1.1 billion was lost to 51,501 reported scams in 2024.

Anyone can fall prey to scams. We need to be alert and prepared to respond when we encounter scam-related situations in our daily lives.

This Anti-Scam Resource Guide is created to equip you with the information on protective measures you can take to protect yourself and your loved ones against scams. In the unfortunate situation that you or someone you know falls prey to a scam, this guide provides advice on what you should do, addresses frequently asked questions about police investigations into scam-related cases, and provides a list of support resources available in the community.

Take ACTions against scams today! We strongly encourage you to install the ScamShield app on your mobile devices to protect yourself against scam calls and SMSes. You can also call the 24/7 ScamShield Helpline at **1799** to check if you are unsure whether a situation you are facing is a scam. In addition, you can learn more about the common scams in Singapore by visiting the ScamShield website at www.scamshield.gov.sg.

Let's all do our part to enhance our collective resilience against scams. Together, we can ACT against scams!

Yours faithfully,

Scam Public Education Office
Singapore Police Force

TIPS TO STRENGTHEN YOUR PROTECTION AGAINST SCAMS

ADD

- **ScamShield App** to your mobile phone(s) to check, detect and block scams
- an **anti-virus app** to protect your mobile phone(s) against malware
- **Money Lock** to further protect your bank savings against scams
- **International Call Blocking** to better protect yourself from international scam calls
- **Two or Multi-Factor Authentication** to secure your e-wallets, social media and online accounts

CHECK

- by calling the **24/7 ScamShield Helpline @ 1799** or with **someone you trust** when you are unsure if a situation you are facing is a scam
- that SMSes you receive from government agencies are from **gov.sg Sender ID**
- the **ScamShield website** (www.scamshield.gov.sg) to learn about the latest scams

TELL

- the **ScamShield App** about your scam encounters
- **your loved ones** about the latest scams and anti-scam protective measures

SCAMSHIELD

Protect yourself with the ScamShield Suite

24/7 ScamShield Helpline
1799
Call to check if something is a scam

ScamShield app
Check, detect, and block scams



scamshield.gov.sg
One-stop portal on scams

ScamShield Alert social channels
Receive the latest information on scams

OPEN GOVERNMENT PRODUCTS

SINGAPORE POLICE FORCE
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BEWARE OF IMPERSONATION SCAMS

Government officials will NEVER do these things over a phone call:



Ask you to **transfer money**



Ask you to disclose **bank log-in details**



Ask you to install **mobile apps** from **unofficial app stores**



Transfer your call to **Police**

If you receive an SMS from the government, make sure it is sent from the **gov.sg** SMS Sender ID*.

Scammers may cite your personal information (e.g. name or NRIC number) to appear legitimate. **Do not automatically trust someone just because he/she has your personal information**.

Unsure if it's a scam?
Call and check with the 24/7 ScamShield Helpline at 1799.

Exceptions apply for National Service calls-ups and emergency services. Read more about the exceptions at **sms.gov.sg/exceptions.*

WHAT SHOULD I DO IF I FALL PREY TO SCAMS?

- **Call your bank immediately** if any of your accounts or credit cards have been compromised.

- **File a police report** online or in person; call '999' if you require urgent Police assistance.



- **Notify all contacts and service providers** if your online account is compromised.
- If you can still access your online account, change your password and enable **two or multi-factor authentication**.

- Report your scam encounters on social media or messaging platforms to their **administrators**.

- **Stay alert** for repeated scam attempts, including those impersonating the Police or other government authorities.

- Being a victim of scam can be distressing. **Seek support** from family and friends.

COMMON FAQs RELATING TO POLICE INVESTIGATION INTO SCAM-RELATED CASES

What happens when I make a police report?



This flow chart provides an overview of the investigation and legal processes once a police report is lodged.

How long does a police investigation for a scam-related case take?

The time taken to complete an investigation into a scam-related case depends on several factors, such as the type of scam, how well the scammer covers his tracks and whether the monies have been transferred overseas.

If monies have been transferred overseas — which often is the case when it comes to scams that happened in Singapore — then the time taken is necessarily longer. In view of the factors highlighted above, the time taken for each case may differ.

When will I obtain updates for my police case?

An acknowledgement letter/email will be sent to you within seven working days after you have reported your case.

The Investigation Officer (IO) in charge of your case will update you when there are significant developments to the case. We seek your understanding that every case is unique and the time taken to investigate each case differs.

If urgent police assistance is required, please call '999'.

I was a victim of an online scam and was cheated of my money. Will the Police be able to recover my money?

A typical modus operandi by scam syndicates is to move scammed monies quickly between multiple bank accounts, including to overseas bank accounts.

If the money is transferred overseas, fund recovery can be challenging as different jurisdictions have different recovery process and legislation.

The chances of recovery once the funds have been transferred out of Singapore are very low, and it is likely that the money may no longer be recoverable.

Why is it so challenging for the Police to recover my money if it has been transferred out of Singapore?

Overseas accounts reside outside of Singapore's jurisdiction and the Singapore Police Force will not be able to exercise any legal powers to freeze or seize the account or compel a foreign-based bank to reverse the transactions.

In such cases, the Police can only notify our foreign counterparts of the incident and seek their assistance to investigate into the matter. It also depends on the laws of the foreign country and the internal business policies of the foreign banks involved.

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How long does the Police take to return my money if it is recovered?

The Police will only be able to return any seized monies to victims upon the conclusion of investigations.

The amount of time it takes to complete investigations, and correspondingly, the amount of time it takes for seized monies to be returned to the victims, depends on many different factors and differs across the various types of scams.

For example, whether there are multiple claimants and whether the monies are still relevant for the purposes of investigation, court trial or other court proceedings.

WHERE CAN I SEEK SUPPORT?

Support from a Victim Care Officer

If you require emotional support during the investigation and/or court process, inform your IO who will arrange for you to speak to a Victim Care Officer (VCO).

VCOs are volunteers who are trained in providing emotional and practical support to victims of crime as they undergo the criminal justice process.

Community Support

Should you require further support in the community, here are some possible avenues you may consider:

Mental well-being

Samaritans of Singapore (24-hour hotline)	1 767
Institute of Mental Health Helpline (24-hour hotline)	6389 2222
Singapore Association for Mental Health	1800 283 7019

Financial Assistance

Ministry of Social and Family Development, Social Service Office, ComCare hotline For individuals who have difficulties meeting basic needs and require financial assistance	1800 222 0000

Counselling

Care Corner Toll-Free Mandarin Counselling Hotline	TOUCHline (Counselling)	Care Corner Counselling Centre	Counselling and Care Centre	Silver Ribbon (Counselling)
1800 353 5800	1800 377 2252	6353 1180	6536 6366	6386 1928

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