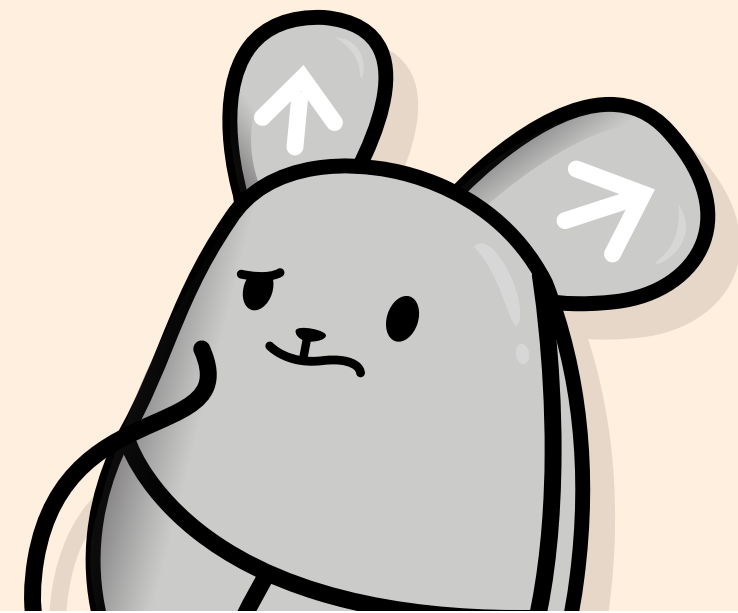


BE SAFE

E-COMMERCE SCAMS

Fraud that usually occurs on online purchasing platforms.

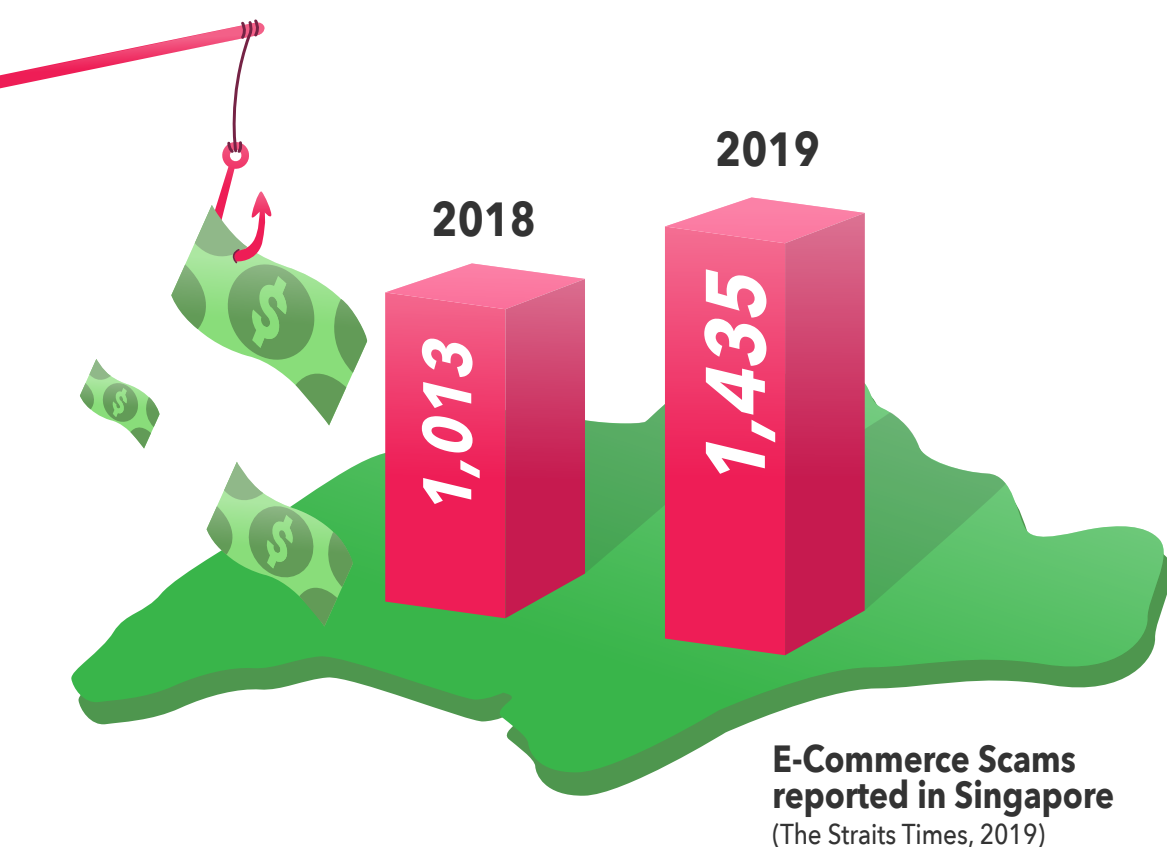


HOW DOES IT HAPPEN?



- Scammers may tempt online buyers with seemingly good deals for the latest gadgets, limited edition merchandises, or concert tickets.
- Scammers ask buyers to pay up front for online purchases and then fail to deliver the goods.
- In some cases, they may even ask for additional charges after buyers have paid up (e.g. extra fees to secure the deal or hidden delivery costs).
- During COVID-19, scammers have touted items such as face masks and hand sanitisers to hook their victims, as well as game consoles and other home entertainment products or laptops and tablets for home-based-learning.

WHY DO I NEED TO KNOW THIS?



- The number of e-commerce scams in Singapore rose from 1,013 to 1,435 between 2018 to 2019, making it the most common type of scam in Singapore.
- Many of these scams occur on popular online shopping platforms like Carousell, Shopee and Lazada, and involved the sale of electronic products and tickets to events and attractions.
- During the COVID-19 pandemic, scammers have taken advantage of people's fears to scam customers by pretending to sell face masks and becoming uncontactable after the customers have made advance payments via bank transfers.

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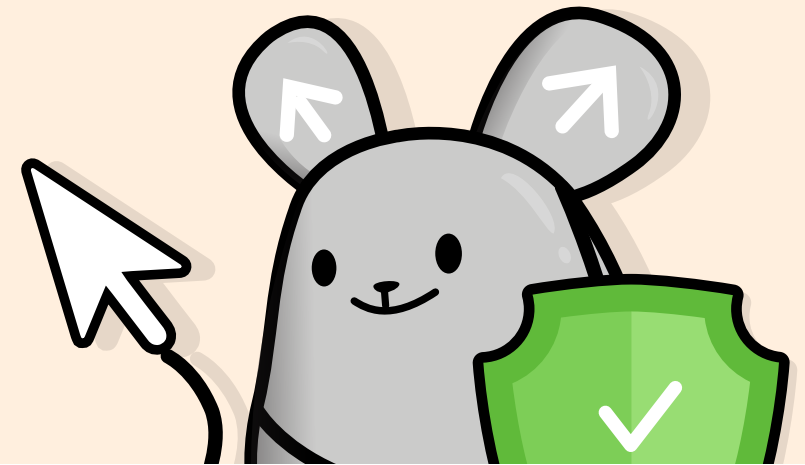


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HOW CAN I GUARD AGAINST E-COMMERCE SCAMS?



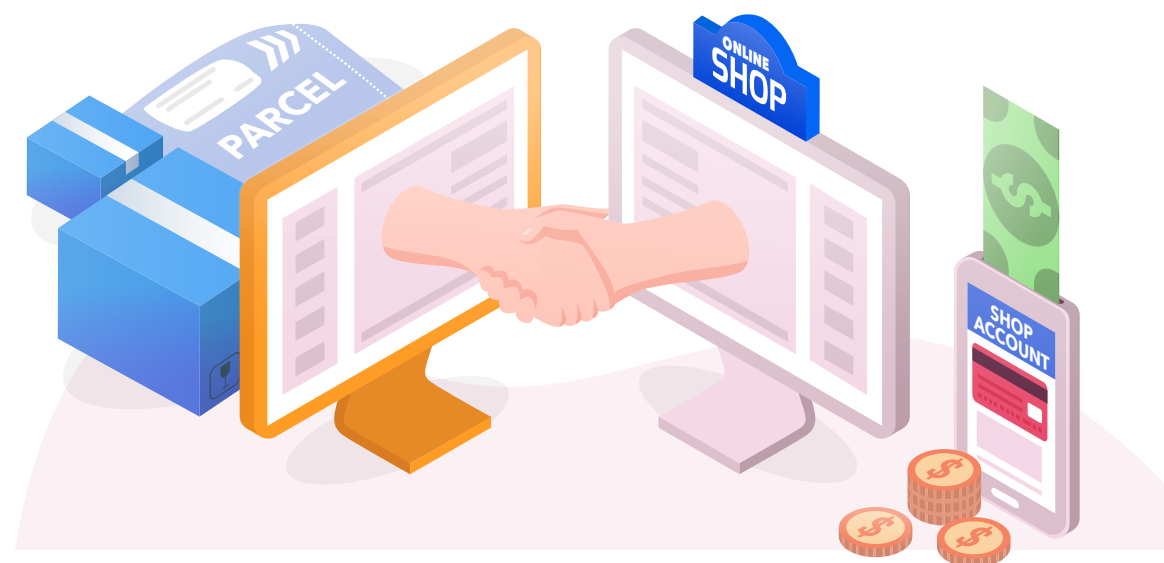
HERE ARE SOME WAYS YOU CAN PROTECT YOURSELF WHILE SHOPPING ONLINE!

- Be wary of sellers that list their items at too-good-to-be-true prices.
- Also be careful if there are lots of freebies thrown into the deal.



- Find out how the e-commerce site or platform safeguards its customers' interests and helps to settle disputes. Ensure that the vendor uses an accredited online payment platform such as PayNow, PayPal, Mastercard or VISA, among others.

- Transact on reliable platforms such as those that release payment to the seller only upon the buyer's receipt of the item.
- Opt for payment upon delivery where possible. This is especially important if you're making transactions through online classifieds or e-marketplace ads. If meet-ups are not possible, you should consider carefully, especially for high-value items.



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HERE ARE SOME WAYS YOU CAN PROTECT YOURSELF WHILE SHOPPING ONLINE!



- Buy from familiar or reputable online vendors, especially for high-value items.
- Avoid purchasing high-value items if it's your first time purchasing from the vendor.
- Check if the vendor is on the Consumers Association of Singapore (CASE)'s Company Alert List - www.case.org.sg/consumeralertlist.aspx. Avoid the vendor if it is on the list.

- Read independent reviews of the online seller as well as comments from past customers regarding the authenticity, quality and delivery of the product, and aftersales service. However, do note that reviews can also be faked. Scammers can buy over accounts of sellers with good ratings to help them carry out their scams.



- Scammers may also provide local bank accounts or images of a stolen NRIC to increase their credibility, so do not take the information as proof of authenticity.



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