

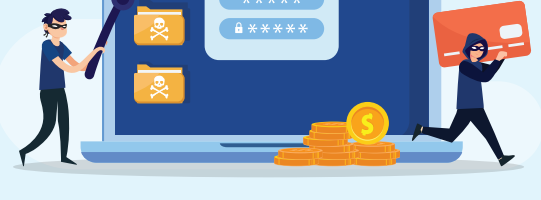
# ANNUAL SCAMS AND CYBERCRIME REPORT 2022

## TOTAL NUMBER OF SCAM CASES

2021	23,933
2022	31,728

## TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED

2021	\$632.0 MILLION
2022	\$660.7 MILLION

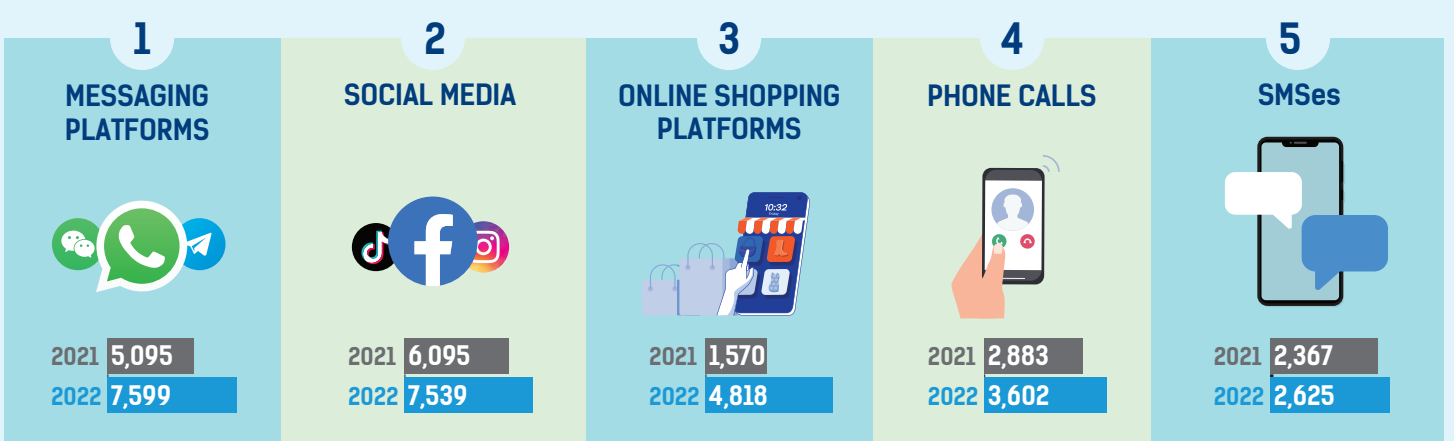


**IN 2022, 28,557 CASES REPORTED AND \$511.3 MILLION CHEATED DUE TO TOP 10 SCAMS.**

## TOP 10 SCAMS OF CONCERN



## TOP 5 CONTACT METHODS



## SCAM VICTIM PROFILE

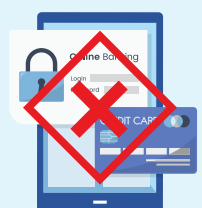


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# FIGHTING SCAMS IS A COMMUNITY EFFORT

## ANTI-SCAM COMMAND CONTINUES TO **DISRUPT SCAMMERS' OPERATIONS** AND **MITIGATE VICTIMS' LOSSES**



### NUMBER OF BANK ACCOUNTS FROZEN

2021	12,600
2022	16,700



### TOTAL AMOUNT RECOVERED

2021	\$102 million
2022	\$146.6 million



### 25 ISLANDWIDE ANTI-SCAM ENFORCEMENT

Leading to the investigation of more than 8,000 money mules and scammers

### 13 TRANSNATIONAL SCAM SYNDICATES TAKEN DOWN IN 2022

Leading to the arrest of more than 70 persons responsible for more than 280 cases

## POLICE **LEVERAGE TECHNOLOGY** TO TACKLE THE INCREASE IN SCAMS AND WORK WITH VARIOUS STAKEHOLDERS TO COMBAT SCAMS



#### SCAMSHIELD

- 500,000 downloads
- 7.4 MILLION SMSes picked up as potential scams
- 47,000 phone numbers blocked



#### SUSPICIOUS LINES & ONLINE ADVERTISEMENTS

- 6,500 mobile lines terminated
- 3,100 suspicious online monikers and advertisements removed
- 22,800 WhatsApp lines reported



#### PUBLIC EDUCATION EFFORTS

- The E-commerce Marketplace Transaction Safety Ratings aims to educate consumers on the safety features on different e-commerce marketplaces to protect them from scams
- SCAMINAR! Let's ACT Against Scams e-Book comprises stories based on accounts from scam victims, near misses from scam encounters, and those who prevented others from getting scammed, to provide actionable tips for individuals to ACT against scams



#### E-SHOPPERS ON WATCH UNDER THE COMMUNITY WATCH SCHEME

- More than 4,300 CWS members under e-Shoppers on Watch
- Curated scam advisories shared with members to raise awareness on latest scam among the community

## WOG EFFORTS TO FIGHT SCAMS

### 1 'I can ACT against Scams' campaign by NCPC

- aims to educate and encourage members of the public to translate scam awareness into action by proactively adopting anti-scam measures



<https://go.gov.sg/actagainstscams>

### 2 IMDA Full SMS Sender ID Registration (SSIR)/ Anti-Scam SMS Filtering Solutions

- registration with SSIR will be mandatory for all organisations that use SMS Sender IDs
- telecom operators will implement SMS anti-scam filtering solutions within their mobile networks, to automatically filter potential scam messages before they reach consumers

### 3 MAS Emergency Self-Service 'Kill Switch'

- "kill-switch" will give customers a way to suspend their accounts quickly if they suspect their bank accounts have been compromised

## PUBLIC VIGILANCE IS ESSENTIAL IN SAFEGUARDING AGAINST SCAMS

- **A**dd security features such as ScamShield and enable 2-Factor Authentication for personal accounts
- **C**heck for potential scams signs by asking questions, fact checking requests for personal information and money transfers, and verifying the legitimacy of online listings and reviews
- **T**ell the authorities and platform owners about your scam encounters

## A **DISCERNING PUBLIC** IS THE **FIRST LINE OF DEFENCE AGAINST SCAMS**

Visit [www.scamalert.sg](http://www.scamalert.sg) or call the **Anti-Scam Hotline** at **1800-722-6688** for more information on scams



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