

# MID-YEAR SCAMS AND CYBERCRIME BRIEF 2024



**IN THE FIRST HALF OF 2024, THE TOTAL NUMBER OF SCAM CASES WAS 26,587 AND TOTAL AMOUNT LOST WAS AT LEAST \$385.6 MILLION**

## TOP 10 SCAMS OF CONCERN

	1	2	3	4	5
	<b>E-COMMERCE SCAMS</b>	<b>JOB SCAMS</b>	<b>PHISHING SCAMS</b>	<b>INVESTMENT SCAMS</b>	<b>FAKE FRIEND CALL SCAMS</b>
<b>TOTAL NUMBER OF CASES REPORTED</b>	7,250	5,717	3,447	3,330	2,368
<b>TOTAL AMOUNT LOST</b>	\$8.6 MILLION	\$86.0 MILLION	\$13.3 MILLION	\$133.4 MILLION	\$8.1 MILLION
<b>AVERAGE AMOUNT LOST PER CASE</b>	\$1,191	\$15,055	\$3,868	\$40,080	\$3,426
	6	7	8	9	10
	<b>GOVERNMENT OFFICIALS IMPERSONATION SCAMS</b>	<b>LOAN SCAMS</b>	<b>INTERNET LOVE SCAMS</b>	<b>OFFER SEXUAL SERVICES SCAMS</b>	<b>SOCIAL MEDIA IMPERSONATION SCAMS</b>
<b>TOTAL NUMBER OF CASES REPORTED</b>	580	571	418	410	347
<b>TOTAL AMOUNT LOST</b>	\$67.5 MILLION	\$2.5 MILLION	\$12.5 MILLION	\$1.9 MILLION	\$1.8 MILLION
<b>AVERAGE AMOUNT LOST PER CASE</b>	\$116,534	\$4,459	\$29,969	\$4,780	\$5,454

## TOP 5 CONTACT METHODS

Meta products remain a particular concern. Number of scam cases perpetrated on Telegram saw an increase of about 137.5%.

1	2	3	4	5
<b>MESSAGING PLATFORMS</b>	<b>SOCIAL MEDIA</b>	<b>ONLINE SHOPPING PLATFORMS</b>	<b>PHONE CALLS</b>	<b>OTHER WEBSITES</b>
1H 2024 <b>8,336</b> 1H 2023 <b>6,555</b>	1H 2024 <b>7,737</b> 1H 2023 <b>5,937</b>	1H 2024 <b>2,949</b> 1H 2023 <b>2,400</b>	1H 2024 <b>2,761</b> 1H 2023 <b>3,895</b>	1H 2024 <b>984</b> 1H 2023 <b>765</b>

## SCAM VICTIM PROFILE

Most scam victims (74.2%) were aged below 50. The average amount lost per elderly victim is the highest amongst the age groups.



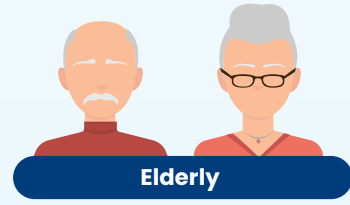
**AGES 19 AND BELOW TEND TO FALL PREY TO:**  
E-commerce scams, Job scams, Phishing scams



**AGES 20 – 49 TEND TO FALL PREY TO:**  
E-commerce scams, Job scams, Phishing scams



**AGES 50 – 64 TEND TO FALL PREY TO:**  
Investment scams, Fake friend call scams, Job scams



**AGES 65 AND ABOVE TEND TO FALL PREY TO:**  
Fake friend call scams, Investment scams, Phishing scams



**SINGAPORE POLICE FORCE**  
SAFEGUARDING EVERY DAY



# FIGHTING SCAMS IS A COMMUNITY EFFORT

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



**13 ISLAND-WIDE ANTI-SCAM ENFORCEMENT OPERATIONS**

Leading to the investigation of more than 4,000 money mules and scammers

**SUSPENSION OF BANK ACCOUNTS OF EX-WORK PERMIT HOLDERS WHO HAVE LEFT SINGAPORE**

To prevent criminal syndicates from using work permit holders' bank accounts for unlawful purposes

**9 TRANSNATIONAL SCAM SYNDICATES TAKEN DOWN**

Leading to the arrest of more than 100 persons responsible for more than 320 transnational scam cases

## POLICE WORK WITH VARIOUS STAKEHOLDERS TO COMBAT SCAMS



**WORKING WITH E-COMMERCE PLATFORMS, TELCOS, GOVTECH, HTX AND INTERNET SERVICE PROVIDERS**



**ALERTING AND INTERVENING WITH SCAM VICTIMS**



**PUBLIC EDUCATION EFFORTS**

Over **10,300** mobile lines submitted for termination

Over **14,800** WhatsApp lines submitted for termination

**2,700** scam-tainted online monikers and suspicious advertisements removed

Over **18,000** scam-related websites identified and disrupted

Over **\$204 million** of potential losses averted

Over **46,400** SMS alerts sent to more than **33,600** potential victims

More than **140** proactive joint interventions

Regular dissemination of information on latest and trending scam types through social and mainstream media

Anti-Scam Resource Guide to provide information relating to police investigations and avenues to seek support

Rallying the community to fight against scams through the Cyber Guardians on Watch and Cyber Crime Prevention Ambassadors initiatives

## WOG & PRIVATE STAKEHOLDERS' EFFORTS TO FIGHT SCAMS



**CSA partnered Google to pilot new enhanced protection feature for Android devices registered with Singapore Google Play Store**

- Automatically blocks the installation of potentially malicious apps from Internet-sideloaded sources that use sensitive runtime permissions
- Blocked close to 900,000 high-risk app installations attempts from Internet-sideloaded sources on over 200,000 devices
- Prevented more than 11,000 apps from potentially being misused for financial fraud and scams



**Re-launch of an enhanced ScamShield App**

- Brings together advanced features and functionality for checking, filtering and blocking scam messages and calls, plus scam reporting
- Identify and alert users to potential scam threats across WhatsApp, Telegram and weblinks



**Strengthening legislative levers**

- Amendments to the Corruption, Drug Trafficking and Other Serious Crimes (Confiscation of Benefits) Act (CDSA) and the Computer Misuse Act (CMA) took effect on 8 February 2024 to make it easier for the SPF to make out money laundering offence and allow the SPF to deal with individuals who abuse their Singpass credentials
- Amendments to the Miscellaneous Offences Act were made to enhance our abilities to enforce against criminals who abuse local SIM cards to perpetrate scams
- The Online Criminal Harms Act has been progressively operationalised since 1 February 2024, allowing the authorities to direct online service providers or other entities to disable access to online criminal content or accounts, including scams

## PUBLIC VIGILANCE IS ESSENTIAL IN SAFEGUARDING AGAINST SCAMS

**ADD** +

...ScamShield app and enable security features such as two-factor authentication (2FA)

**CHECK** ✓

...for potential scams signs and trends with legitimate sources and verify with people you trust whenever you are in doubt

**TELL** 🗨️

...authorities if you encounter scams and share the latest scam alerts with friends and family

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



**SINGAPORE POLICE FORCE**  
SAFEGUARDING EVERY DAY

