

ANNUAL SCAMS AND CYBERCRIME REPORT 2022

TOTAL NUMBER OF SCAM CASES

2021	23,933
2022	31,728

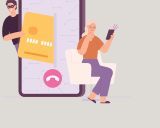
TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED

2021	\$632.0 MILLION
2022	\$660.7 MILLION

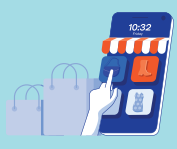


IN 2022, 28,557 CASES REPORTED AND \$511.3 MILLION CHEATED DUE TO TOP 10 SCAMS.

TOP 10 SCAMS OF CONCERN

1 PHISHING SCAMS TOTAL NUMBER OF CASES REPORTED: 7,097  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S16.5 MILLION	2 JOB SCAMS TOTAL NUMBER OF CASES REPORTED: 6,492  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S117.4 MILLION	3 E-COMMERCE SCAMS TOTAL NUMBER OF CASES REPORTED: 4,762  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S21.3 MILLION	4 INVESTMENT SCAMS TOTAL NUMBER OF CASES REPORTED: 3,108  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S198.3 MILLION	5 FAKE FRIEND CALL SCAMS TOTAL NUMBER OF CASES REPORTED: 2,106  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S8.8 MILLION
6 SOCIAL MEDIA IMPERSONATION SCAMS TOTAL NUMBER OF CASES REPORTED: 1,696  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S3.7 MILLION	7 LOAN SCAMS TOTAL NUMBER OF CASES REPORTED: 1,031  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S9.3 MILLION	8 INTERNET LOVE SCAMS TOTAL NUMBER OF CASES REPORTED: 868  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S35.7 MILLION	9 GOVERNMENT OFFICIALS IMPERSONATION SCAMS TOTAL NUMBER OF CASES REPORTED: 771  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S97.6 MILLION	10 CREDIT-FOR-SEX SCAMS TOTAL NUMBER OF CASES REPORTED: 626  TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED: \$S2.1 MILLION

TOP 5 CONTACT METHODS

1 MESSAGING PLATFORMS  2021 5,095 2022 7,599	2 SOCIAL MEDIA  2021 6,095 2022 7,539	3 ONLINE SHOPPING PLATFORMS  2021 1,570 2022 4,818	4 PHONE CALLS  2021 2,883 2022 3,602	5 SMSes  2021 2,367 2022 2,625
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SCAM VICTIM PROFILE

 AGES 10 - 19 TEND TO FALL PREY TO: SOCIAL MEDIA IMPERSONATION SCAMS, PHISHING SCAMS, AND E-COMMERCE SCAMS	 AGES 20 - 39 TEND TO FALL PREY TO: JOB SCAMS, E-COMMERCE SCAMS, AND PHISHING SCAMS	 AGES 60 AND ABOVE TEND TO FALL PREY TO: PHISHING SCAMS, FAKE FRIEND CALL SCAMS AND INVESTMENT SCAMS
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SINGAPORE POLICE FORCE
SAFEGUARDING EVERY DAY



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

- **Add** security features such as ScamShield and enable 2-Factor Authentication for personal accounts
- **Check** 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
- **Tell** the authorities and platform owners about your scam encounters

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

Visit www.scamalert.sg or call the **Anti-Scam Hotline** at **1800-722-6688** for more information on scams



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