

ANNUAL SCAMS AND CYBERCRIME BRIEF 2023



IN 2023, THE TOTAL NUMBER OF SCAM CASES WAS 46,563 AND TOTAL AMOUNT LOST WAS \$651.8 MILLION

TOP 10 SCAMS OF CONCERN



	1	2	3	4	5
	JOB SCAMS	E-COMMERCE SCAMS	FAKE FRIEND CALL SCAMS	PHISHING SCAMS	INVESTMENT SCAMS
TOTAL NUMBER OF CASES REPORTED	9,914	9,783	6,859	5,938	4,030
TOTAL AMOUNT LOST	\$135.7 MILLION	\$13.9 MILLION	\$23.1 MILLION	\$14.2 MILLION	\$204.5 MILLION
AVERAGE AMOUNT LOST PER CASE	\$13,692 (↓24.3%)	\$1,428 (↓68.2%)	\$3,373 (↓19.7%)	\$2,394 (↑2.4%)	\$50,754 (↓20.5%)
	6	7	8	9	10
	MALWARE-ENABLED SCAMS	SOCIAL MEDIA IMPERSONATION SCAMS	LOAN SCAMS	INTERNET LOVE SCAMS	GOVERNMENT OFFICIALS IMPERSONATION SCAMS
TOTAL NUMBER OF CASES REPORTED	1,899	1,570	914	913	893
TOTAL AMOUNT LOST	\$34.1 MILLION	\$9.7 MILLION	\$6.1 MILLION	\$39.8 MILLION	\$92.5 MILLION
AVERAGE AMOUNT LOST PER CASE	\$17,960 (N.A.)	\$6,184 (↑177.2%)	\$6,676 (↓26.5%)	\$43,677 (↑6.0%)	\$103,657 (↓18.2%)

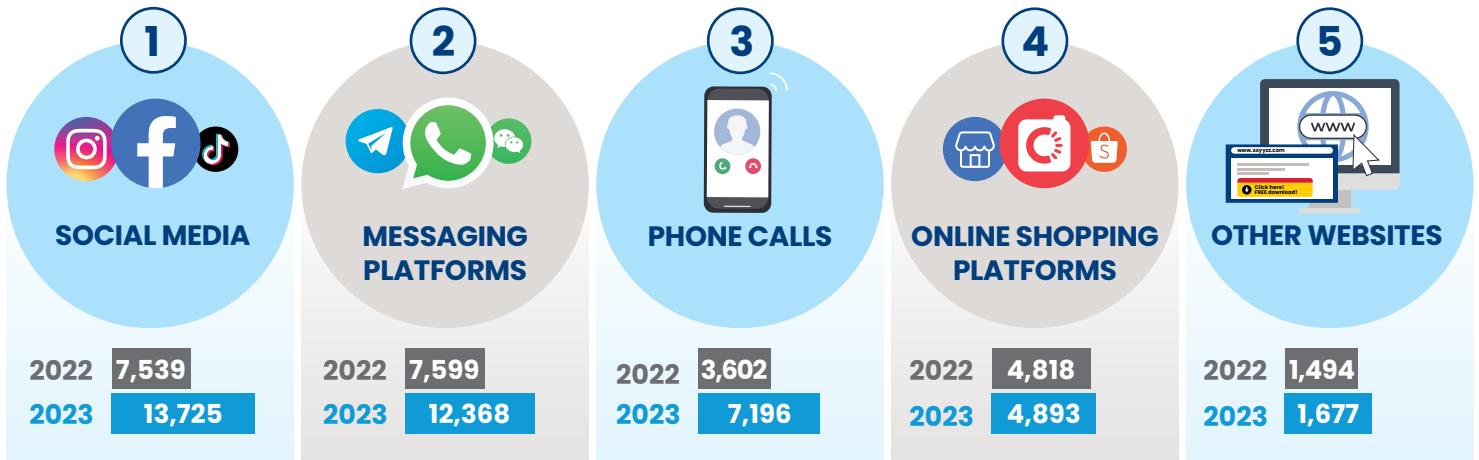


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TOP 5 CONTACT METHODS

Meta products are of particular concern.



SCAM VICTIM PROFILE

Most scam victims (73.0%) were aged below 50.



AGES 19 AND BELOW

TEND TO FALL PREY TO:
E-commerce scams,
Job scams,
Phishing scams



AGES 20 – 49

TEND TO FALL PREY TO*:
Job scams,
E-commerce scams,
Phishing scams



AGES 50 – 64

TEND TO FALL PREY TO:
Fake friend call scams,
E-commerce scams,
Phishing scams



AGES 65 AND ABOVE

TEND TO FALL PREY TO:
Fake friend call scams,
Investment scams,
Phishing scams

*Scam types are not in order of priority



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FIGHTING SCAMS IS A COMMUNITY EFFORT

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

24 ISLANDWIDE ANTI-SCAM ENFORCEMENT

Leading to the investigation of more than 9,600 money mules and scammers

MULTIPLE OPERATIONS AGAINST MALWARE-ENABLED SCAMS

Leading to the arrest of more than 140 persons

19 TRANSNATIONAL SCAM SYNDICATES TAKEN DOWN IN 2023

Leading to the arrest of more than 110 persons responsible for more than 730 cases

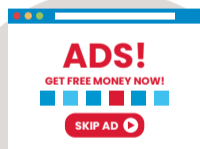


WORKING WITH STAKEHOLDERS TO COMBAT SCAMS



COLLABORATING WITH BANKS, GOVTECH AND E-COMMERCE PLATFORMS

- to identify and flag unusual Singpass activities
- to take down scam-related online monikers and advertisements on Carousell



SUSPICIOUS LINES AND ONLINE ADVERTISEMENTS

- **9,200** mobile lines terminated
- **4,100** scam-tainted online monikers and advertisements removed
- **29,200** WhatsApp lines submitted for termination
- Worked with Google on pre-emptive detection and blocking of URLs linked to phishing sites



ALERTING AND INTERVENING WITH SCAM VICTIMS

- Over **\$148 million** of losses averted through **68,000** SMS alerts to more than **28,500** victims
- More than **590** proactive interventions with over **\$44 million** of losses averted



PUBLIC EDUCATION EFFORTS

- Regular dissemination of information on latest and trending scam types
- Anti-scam resources such as ScamShield app, ScamAlert website, WhatsApp and Telegram channels, Anti-Scam Helpline and Resource Guide on SPF website
- Tailored scam education programmes



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WOG & PRIVATE STAKEHOLDERS' EFFORTS TO FIGHT SCAMS

➤ Introduction of Money Lock by local banks

- Allow customers to set aside a portion of funds in bank accounts that cannot be transferred digitally.
- More than **49,000** Money Lock accounts set up, with more than **\$4.2 billion** set aside.

➤ IMDA working with Telcos to implement anti-scam measures

- Subscribers allowed to block incoming calls from international numbers on mobile phones.
- As an alert to users, un-registered Sender IDs are labelled as "Likely-SCAM".
- New measure in April 2024 to limit the number of post-paid SIM cards to 10 per subscriber.

➤ Strengthening legislative levers

- From 1 February 2024, The Online Criminal Harms Act empowers law enforcement agencies to direct online services to prevent suspected scam accounts or activities from interacting with or reaching Singapore users.
- From 8 February 2024, amendments to The Corruption, Drug Trafficking and Other Serious Crimes (Confiscation of Benefits) Act and the Computer Misuse Act allow SPF to take more effective action against money mules and those who abuse Singpass for criminal activities.
- Upcoming new offences which criminalise the abuse of SIM cards.

PUBLIC VIGILANCE IS ESSENTIAL IN SAFEGUARDING AGAINST SCAMS

➤ **Add** the ScamShield app and security features, such as enabling multi-factor authentication for banking and social media accounts

➤ **Check** for scam signs and with official sources such as www.ScamAlert.sg

➤ **Tell** authorities, friends and family your scam encounters and share the latest anti-scam messages with them

A DISCERNING PUBLIC IS THE FIRST LINE OF DEFENCE AGAINST SCAMS

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



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