# 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**

PHISHING SCAMS

1

TOTAL NUMBER OF CASES REPORTED: 7,097



TOTAL AMOUNT REPORTED
TO HAVE BEEN CHEATED
\$\$16.5 MILLION

2

JOB SCAMS

TOTAL NUMBER OF CASES REPORTED: 6,492



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED S\$117.4 MILLION

3

E-COMMERCE SCAMS

TOTAL NUMBER OF CASES
REPORTED: 4,762



TOTAL AMOUNT REPORTED
TO HAVE BEEN CHEATED
\$\$21.3 MILLION

4
INVESTMENT SCAMS

TOTAL NUMBER OF CASES REPORTED: 3,108



TOTAL AMOUNT REPORTED
TO HAVE BEEN CHEATED
\$\$198.3 MILLION

5

FAKE FRIEND CALL SCAMS TOTAL NUMBER OF CASES



TOTAL AMOUNT REPORTED
TO HAVE BEEN CHEATED
\$\$8.8 MILLION

10

6

SOCIAL MEDIA IMPERSONATION SCAMS

TOTAL NUMBER OF CASES REPORTED: 1,696



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED S\$3.7 MILLION

LOAN SCAMS

TOTAL NUMBER OF CASES REPORTED: 1,031



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED \$\$9.3 MILLION

INTERNET LOVE SCAMS TOTAL NUMBER OF CASES



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED S\$35.7 MILLION

GOVERNMENT OFFICIALS
IMPERSONATION SCAMS
TOTAL NUMBER OF CASES



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED S\$97.6 MILLION

CREDIT-FOR-SEX SCAMS

TOTAL NUMBER OF CASES REPORTED: 626



TOTAL AMOUNT REPORTED TO HAVE BEEN CHEATED S\$2.1 MILLION

### **TOP 5 CONTACT METHODS**

1
MESSAGING
PLATFORMS



2021 5,095 2022 7,599 2 SOCIAL MEDIA



2021 6,095 2022 7,539 ONLINE SHOPPING PLATFORMS



2021 1,570 2022 4,818 4
PHONE CALLS



2021 2,883 2022 3,602 5 SMSes



### **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





## 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

- **5,500**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



- 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**



### '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

- 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
- 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

- <u>Add</u> 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



