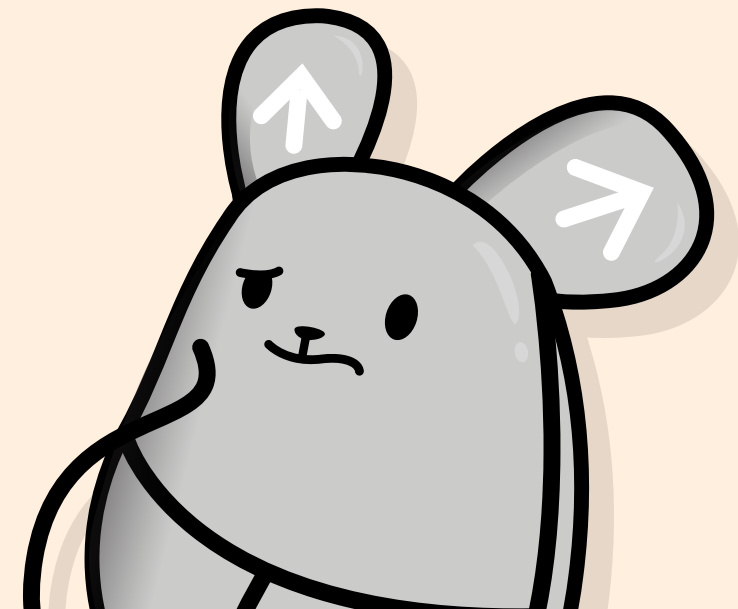


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E-COMMERCE SCAMS

Fraud that occur usually on online purchasing platforms.

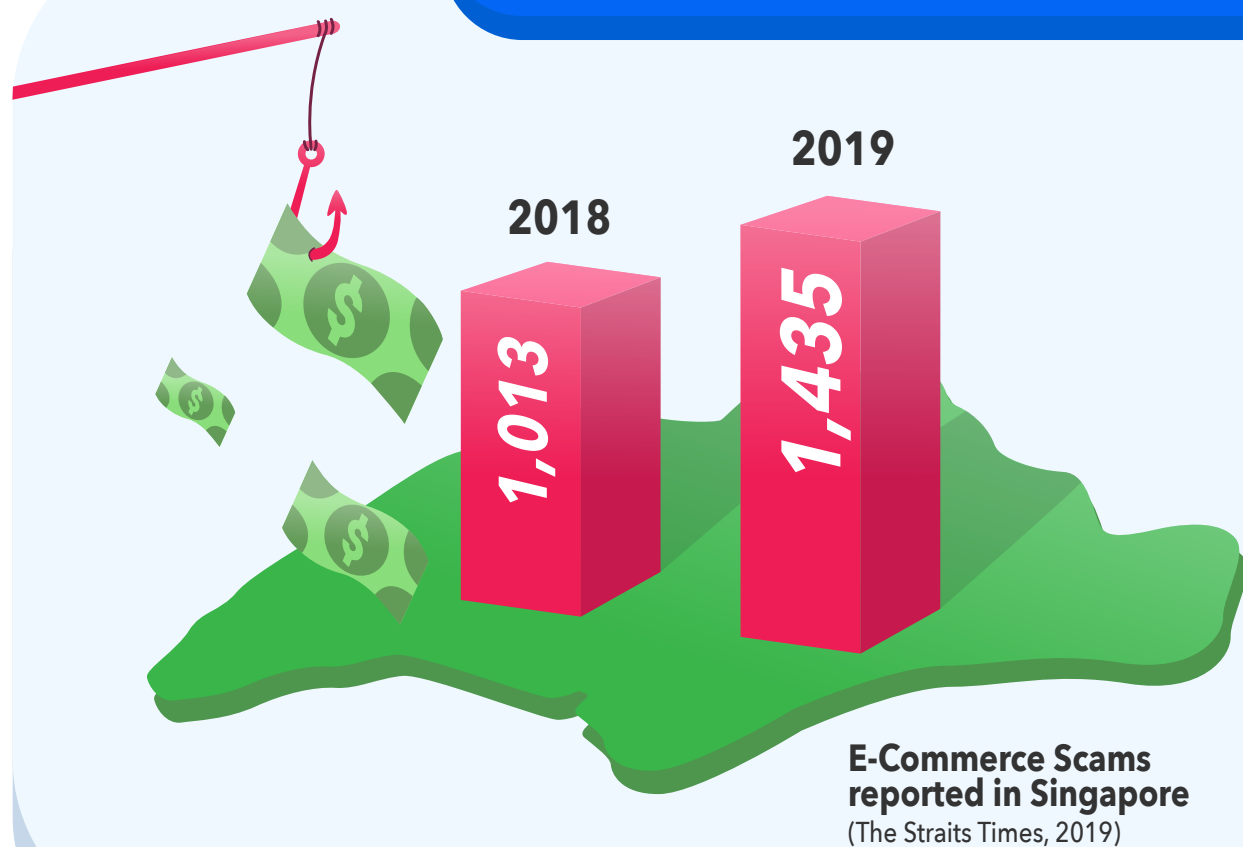


HOW DOES IT HAPPEN?



- Scammers may tempt online buyers with seemingly good deals for the latest gadgets, limited edition merchandises, fake health supplements or concert tickets.
- Scammers ask buyers to pay up front for online purchases and then fail to deliver the goods.
- In some cases, they may even ask for additional charges after buyers have paid up (e.g. extra fees to secure the deal or hidden delivery costs).

WHY DO I NEED TO KNOW THIS?



- The number of e-commerce scams rose from 1,013 to 1,435 between 2018 to 2019, making it the scam with the most number of cases in Singapore.
- Many of these scams occur on popular online shopping platforms like Carousell, Shopee and Lazada, and involved the sale of electronic products and tickets to events and attractions.

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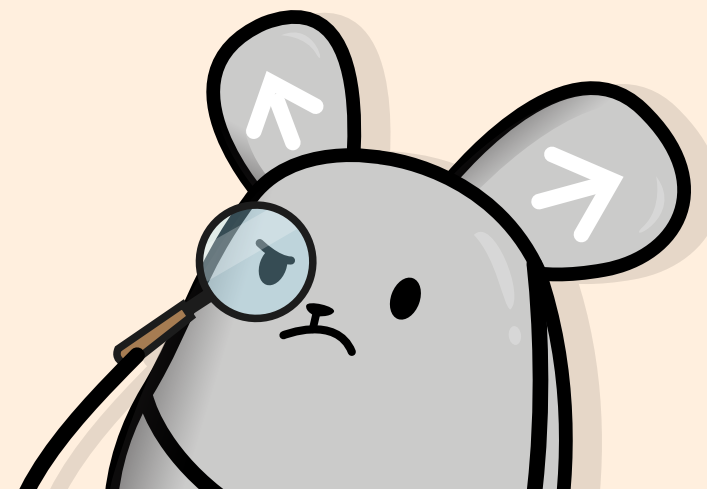


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HOW CAN I SPOT AN E-COMMERCE SCAM?



HERE ARE SOME THINGS TO LOOK OUT FOR!



- The prices are often much lower than the usual selling price.
- The seller may offer freebies that sound too good to be true.

- The seller or business does not have useful information and/or contact details about themselves.
- The terms and conditions are not displayed upfront.
- The vendor lists a generic or personal email account rather than an established business email account.



- The vendor does not have reviews by past customers.

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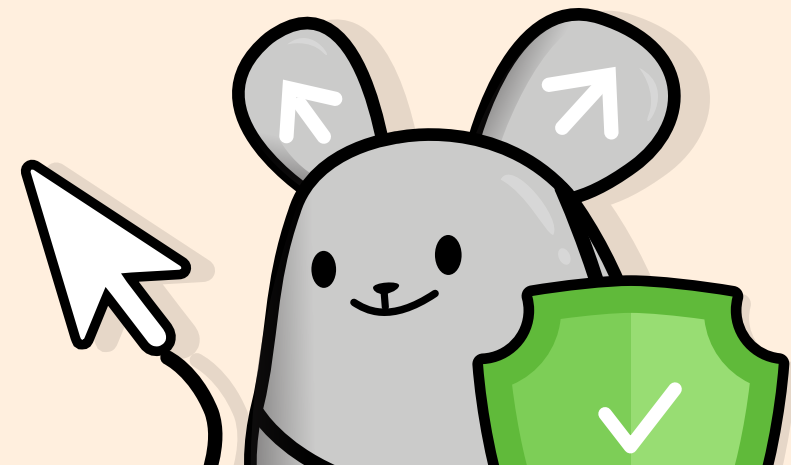
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HOW CAN I GUARD AGAINST E-COMMERCE SCAMS?



HERE ARE SOME WAYS YOU CAN PROTECT YOURSELF WHILE SHOPPING ONLINE!

- Find out how the e-commerce site or platform safeguards their consumers' interests and helps to settle disputes.
- Transact on reliable platforms such as those that release payment to the seller only upon receipt of the item.
- Opt for meet-ups or payment upon delivery where possible, especially for online classifieds or e-marketplace ads.



- Buy from familiar or reputable online vendors, especially for high-value items.
- Avoid purchasing high-value items if it's your first time purchasing from the vendor.
- For online classifieds or e-marketplace ads, verify the seller's identity with a local phone number or bank account number if possible.
- Check if the seller is on CASE's Company Alert List at www.case.org.sg/consumeralertlist.aspx. Avoid the seller if it is on the list.

- Read independent reviews of the online vendor as well as comments from past customers regarding the authenticity, quality and delivery of the product, and aftersales service.
- However, do take note that reviews can also be faked. Scammers can buy over accounts of sellers with good ratings to help them carry out their scams.



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