

 MediaLiteracyCouncilSG
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BE SAFE

HOW TO SPOT COLD CALL SCAMS



DO WHAT'S RIGHT ONLINE

-  **CREATE**
strong passwords
-  **PROTECT**
personal information
-  **VERIFY**
before clicking



 **CHECK
Please!**
Be Safe. Be Smart. Be Kind.



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SG:D | GET READY!

Before you trust or click, **CHECK PLEASE!**

Use our checklist of 6 tips to help you spot and counter a cold call scam.

01 BEWARE OF CALLS FROM STRANGERS

Cold call scammers normally phone unexpectedly. They may be friendly to get you to buy things or pretend to be from a government agency, claiming you haven't paid a bill and intimidating you with scare tactics.

02 SAY "NO, THANK YOU" AND HANG UP

Don't say, "I'm busy now." They may take this as an invitation to call again.

03 VERIFY THE CALLER'S IDENTITY

If the caller claims to be from a real organisation, hang up and call them back using the official contact number from their website. Don't follow up using numbers provided by the caller as those could be fake too.

04 GATHER EVIDENCE

If you receive unsolicited texts via SMS or an online social messaging app (e.g., WhatsApp, WeChat, or LINE), take screenshots of all the messages and save these as evidence.

05 ACT IMMEDIATELY

If you think that your personal information has been stolen or compromised, change your passwords for all affected accounts immediately. If you have already transferred money or revealed your credit card details, contact your bank to cancel your card, then make a police report.

06 REPORT THESE SCAMMERS

You may have received calls or SMSes promoting easy financial loans or get-rich-quick betting. These are likely linked to unlicensed moneylenders and illegal gambling. Call the National Crime Prevention Council hotline at 1800-924-5664 or lodge a report at any Neighbourhood Police Centre, Neighbourhood Police Post, or via Electronic Police Centre.

