



COMMERCIAL AFFAIRS  
DEPARTMENT

# Phone Scams

**(For students)**





# Emergence of Phone Scams

---

## What is a phone scam?

A **phone scam** is an act by conmen who trick the victims over the telephone into sending money to them





# Emergence of Phone Scams

## Why phone scams are a concern



COMMERCIAL AFFAIRS  
DEPARTMENT

- Phone scams have increased recently and the main types are :
  - Kidnap Scam
  - Lucky Draw / Lottery Scam
  - Impersonating Court Staff / Police Officer Scam
- As at end February 2008, close to **1000** cases were reported and more than **\$5.5 million** was lost to the conmen





# Scam 1 - Kidnap Scam

---

## How it works

- The conman will tell the victim that they have kidnapped his or her child
- In the background of the phone call, the victim will hear cries for help from a child
- The conman will demand a ransom to be sent to a bank account immediately





# Scam 1 - Kidnap Scam

---

## Why it is a scam

- The fact is that **NO ONE** has been kidnapped





# Scam 1 - Kidnap Scam



COMMERCIAL AFFAIRS  
DEPARTMENT

## Why Police is concerned

- The conmen prey on the victims' concern for the safety of their children
- The conmen prey on families with children
- As at end February 2008, **156** kidnap scam cases were reported and more than **\$120,000** was lost to the conmen





# Scam 1 - Kidnap Scam



COMMERCIAL AFFAIRS  
DEPARTMENT

**If such a call is received, the victim should**

- Always remain calm.
- Ask questions to confirm the identity of the 'kidnapped' child eg name, age and physical features
- Find a way to call his or her child immediately eg ask someone to call the 'kidnapped' child using another phone
- **Never send money to the conmen**
- Call the Police





# Scam 2 - Lucky Draw / Lottery Scam

## How Lucky Draw/ Lottery Scam works

- The victim will receive a phone call to participate in a survey / lucky draw. Later, the victim will receive another call informing that he or she has won the lucky draw.
- Or the victim will receive a phone call informing that he or she has won a lottery
- Whether it is a lucky draw or lottery, the victim will be asked to send money to a bank account as processing fees before the victim can collect his or her winnings





# Scam 2 - Lucky Draw / Lottery Scam

## It is a scam because

- It is unlikely that anyone can win a lucky draw in which he or she has not entered or a lottery which he or she has not bought a ticket!
- A legitimate lucky draw / lottery operator **will not ask** for money as a condition to claim the prize



COMMERCIAL AFFAIRS  
DEPARTMENT



# Scam 2 - Lucky Draw / Lottery Scam

## Why Police is concerned

- The conmen prey on gullible victims who believe that they can win an **unexpected** big sum of money in a lucky draw / lottery
- The victims lost a lot of money to the conmen
- As at end February 2008, **441** cases were reported and more than **\$4.6 million** was lost to the conmen





## Scam 2 - Lucky Draw / Lottery Scam

---



COMMERCIAL AFFAIRS  
DEPARTMENT

**What should the victim do when he or she receives such a call?**

- Terminate the call immediately
- **Never send money to the conmen**
- Please do not reveal your personal information and bank account number over the phone
- Call the Police
- Remember : **If the offer is too good to be true, it is probably a scam!**





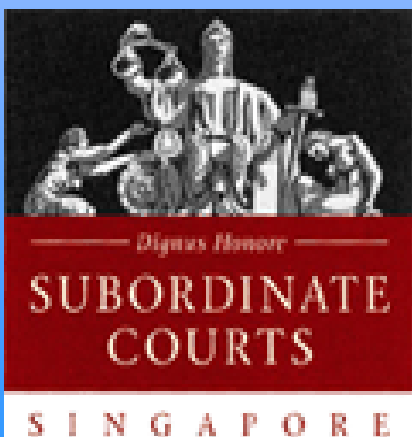
# Scam 3 - Impersonation Scam

## How Impersonation Scam works

- The victim will receive a call from the conmen who claim to be a police officer or a staff from the Supreme Court
- The conmen will claim that the victim has failed to attend a court session or settle a summons or that he or she is involved in a police case
- The victim will be asked to send money to a bank account to have the case dropped or to avoid getting arrested or fined



COMMERCIAL AFFAIRS  
DEPARTMENT







# Scam 3 - Impersonation Scam



COMMERCIAL AFFAIRS  
DEPARTMENT

## Why Police is concerned

- The conmen prey on the victims' fear of getting into trouble
- As at end February 2008, **338** cases were reported and more than **\$750, 000** was lost to the conmen





# Scam 3 - Impersonation Scam

---



COMMERCIAL AFFAIRS  
DEPARTMENT

**If such a call is received, the victim should**

- Always remain calm
- Ask the caller to send an official written notice
- End the conversation as soon as possible
- **Never send money to the caller**
- Please do not reveal your personal information and bank account number over the phone
- Call the Police if he or she is suspicious of the caller





# Conmen

## Who they are

- They usually speak **Mandarin** in a **foreign accent**
- They make calls to anyone
- They will **always ask** the victim to **send money to a bank account**



COMMERCIAL AFFAIRS  
DEPARTMENT



# Police Arrests



COMMERCIAL AFFAIRS  
DEPARTMENT

- **27 persons** were arrested in 2007 because they allowed their bank accounts to be used by the conmen to receive money from victims
- The punishment for such a crime is a fine up to \$500,000 or a jail term up to 7 years or to both





# Real Cases In The News..



COMMERCIAL AFFAIRS  
DEPARTMENT

## Man jailed for allowing his bank accounts to be used by conmen

- Ong Tian Soon was paid \$150 for allowing his bank accounts to be used by the conmen.
- He was **jailed** for **one year**





# Message For Sharing

---

## What you can do as students

- Your family members may become victims of phone scams
- Every day, the conmen are calling people over the telephone to trick them into paying money
- Please share this message with your parents, other family members and friends
- Together we can prevent and stop phone scams

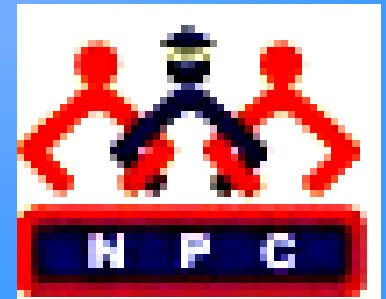




# Action for Victims

## What a victim should do

- The victim should report the case immediately to the nearest Neighborhood Police Centre, Neighborhood Police Post or call '999'
- If money has been sent, the victim should provide the following information to Police :
  - the name of the bank
  - the bank account number





# Information on Phone Scams

- More information on phone scams are available on the following websites:

Singapore Police Force website  
([www.spf.gov.sg](http://www.spf.gov.sg))

Commercial Affairs Department website  
([www.cad.gov.sg](http://www.cad.gov.sg))

**\*CAD is a unit in the SPF.  
It investigates commercial crime like scams and frauds**





COMMERCIAL AFFAIRS  
DEPARTMENT

---

# Phone Scams

**(For teachers and staff – A  
Highlighted Case)**



# Real Cases In The News..



COMMERCIAL AFFAIRS  
DEPARTMENT

## Civil Servant loses \$61,000 in lottery scam

- Caller told her that she had won \$150,000 in a Hong Kong lottery and she had to send money to pay taxes and various fees
- During the hour-long phone call, the conman convinced her to transfer \$5,500 to him. Over the next two months, she sent over a total of \$61,000 to the conman
- She wanted to surprise her family with the windfall but is now living with the consequences of her actions

