



## Resource Guide

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POLICE FORCE**  
SAFEGUARDING EVERY DAY



# WHAT SHOULD I DO IF I FALL PREY TO SCAMS?



- **Contact your bank** immediately if your account or credit card has been compromised to prevent further losses.
- **File a police report** online or in person; call '999' if you require Police's urgent assistance.
- Share scam-related information with the Police at **1800 255 0000**.



- **Notify all contacts and service providers** if your online account is compromised.
- If you can still access your online account, change your password and enable **two or multi-factor authentication**.



- Report your scam encounters on social media or communications platforms to **platform administrators**.
- **Stay alert** for repeated scam attempts, including those impersonating the Police or other government authorities.



- Being a victim of scam can be distressing. **Seek support** from family and friends.

# COMMON FAQS RELATING TO POLICE INVESTIGATION INTO SCAMS-RELATED OFFENCES

## What happens when I make a police report?



## How long does a police investigation for a scam-related case take?

The time taken to complete investigation for a scam-related case depends on several factors, such as the type of scam, how well the scammer covers his tracks and whether the monies have been transferred overseas.

If monies have been transferred overseas, which often is the case when it comes to scams that happened in Singapore, then the time taken is necessarily longer. In view of the factors highlighted, the time taken for each case will differ significantly.

## When will I obtain updates for my police case?

The Investigation Officer (IO) in charge of your case will update you when there are significant developments to the case. We seek your understanding that every case is unique and the time taken to investigate each case differs.

If you have not heard from your IO in the last six months, you may wish to contact the IO during office hours from 8.30am to 6pm on Mondays to Thursdays, and 8.30am to 5.30pm on Fridays (excluding public holidays).

You can also call the respective division's Investigation Branch Call Centre (IBCC). The contact number will be provided to you in an acknowledgement letter/email that was sent to you within seven working days after you reported your case. If urgent police attention is required, please call '999'.

**I was a victim of an online scam and was cheated of my money.**

**Will the Police be able to recover my money?**

A typical modus operandi by scam syndicates is to move scammed monies quickly between multiple bank accounts, including to overseas bank accounts.

If the money is transferred overseas, fund recovery can be challenging as different jurisdictions have different recovery process and legislation.

The chance of recovery once the funds have been transferred out of Singapore is very low, and it is likely that the money may no longer be recoverable.

**Why is it so challenging for the Police to recover my money if it has been transferred out of Singapore?**

Overseas accounts reside outside of Singapore's jurisdiction and the Singapore Police Force will not be able to exercise any legal powers to freeze or seize the account or compel a foreign-based bank to reverse the transactions.

In such cases, the Police can only notify our foreign counterparts of the incident and seek their assistance to investigate the matter. It also depends on the laws of the foreign country and the internal business policies of the foreign banks involved.

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**How long does the Police take to return my money if it is recovered?**

The Police will only be able to return any seized monies to victims upon the conclusion of investigations.

The amount of time it takes to complete investigations, and correspondingly, the amount of time it takes for seized monies to be returned to the victims, depends on many different factors and differs across the various types of scams.

For example, whether there are multiple claimants and whether the monies are still relevant for the purposes of investigation or court trial or other court proceedings.



Police Officers will **NEVER** ask you to do the following over the phone or through text message:

**X TRANSFER**

money to the Police, bank accounts, or mobile numbers linked to bank accounts

**X REQUEST**

for your banking, SingPass details and/or CPF related information

**X CLICK**

on links that lead to bank websites

**X INSTALL**

apps outside of official app stores

If unsure,  
**Call**

ScamShield Helpline

**1799**

# WHERE CAN I SEEK SUPPORT?

## Support from Victim Care Officer

If you require emotional support during the investigation and/or court process, inform your IO who will arrange for you to speak to a Victim Care Officer (VCO).

VCOs are volunteers who are trained in providing emotional and practical support to victims of crime as they undergo the criminal justice process.

## Community Support

Should you require further support in the community, here are some possible avenues you may consider:

### Mental well-being

Samaritans of Singapore (24-hour hotline)	<b>1 767</b>
Institute of Mental Health Helpline (24-hour hotline)	<b>6389 2222</b>
Singapore Association for Mental Health	<b>1800 283 7019</b>

### Financial Assistance

Ministry of Social and Family Development, Social Service Office, ComCare hotline	<b>1800 222 0000</b>
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### Counselling

Care Corner Toll-Free Mandarin Counselling Hotline	TOUCHline (Counselling)	Care Corner Counselling Centre	Counselling and Care Centre	Silver Ribbon (Counselling)
<b>1800 353 5800</b>	<b>1800 377 2252</b>	<b>6353 1180</b>	<b>6536 6366</b>	<b>6386 1928</b>

# TIPS TO STRENGTHEN YOUR PROTECTION AGAINST SCAMS

## ADD



- **ScamShield App** to your mobile phone(s) to block scam calls and detect scam SMSes
- **Anti-Virus App** to protect your mobile phone(s) against malware
- **Money Lock** to further protect your bank savings against scams
- **International Call Blocking** to better protect yourself from international scam calls
- **Two or Multi-Factor Authentication** to secure your banking, social media and online accounts

## CHECK



- by calling the **ScamShield Helpline @ 1799** or with **someone you trust** when you are unsure if a situation you are facing is a scam
- that SMSes you receive from government agencies are from **gov.sg Sender ID**
- the **ScamShield website** ([go.gov.sg/scamshield-web](http://go.gov.sg/scamshield-web)) to learn about the latest scams

## TELL



[go.gov.sg/scamshield-web](http://go.gov.sg/scamshield-web) 



- the **ScamShield App** about your scam encounters
- **your loved ones** about the latest scams and anti-scam protective measures

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