# Anti-Scam & Safety Guide

*Singapore*

WeChat

# Stay Safe in the Digital World

***In today's digital world, scammers are constantly looking to exploit unsuspecting users. This booklet offers practical tips to help you recognize and avoid scams, empowering you to stay safe and secure online. Let's scam-proof our digital lives together!***

# How can scammers reach you?

Phone Calls | Text/SMS | Email | Social Media | Websites | In-person

# Common Types of Scams

## 1 Impersonation scams

Scammers pretending to be government personnel, company customer service operators or employees, or even friends or family members.

## 2 Job scams

Job scams often involve fake job opportunities posted with the aim of collecting fees or personal information from job seekers.

## 3 Investment & wealth management scams

Investment and wealth management schemes lure people to invest in fake investment opportunities and wealth management plans.

## 4 Romance & friendship scams

In friendship scams, scammers pretend to have the genuine intention to make new friends. Once they have earned their victims' trust, they will use all sorts of methods to extort or blackmail their victims.

## 5 Fake shopping rebates

Scammers may ask you to purchase products from specific websites or complete tasks to get rebates.

## 6 Free gift & lucky draw

Free gift scams use free goods or services to obtain your personal information or to subsequently request for fees, such as false delivery charges, handling fees or other hidden costs.

# Safety Tips

*"Fund Security Insurance Fee"*

**Weixin Pay provides fund security insurance for free.** Any communication claiming otherwise, such as requests for renewal, activation, or cancellation fees, particularly through unsolicited 'customer service' contact, should be considered fraudulent.

*"Do you receive an OTP now?"*

**WeChat customer service personnel will never ask for your One-Time-Password (OTP)** either verbally or ask you to key it in through any form. Your OTP is crucial to ensure account safety.

*"We need your details."*

**WeChat will never proactively contact you to collect personal information**, such as requesting for your bank account number, password, or asking you to make a transfer.

## Remember

**Stay vigilant in all communications and digital interactions.** Do not click on or key in suspicious links, do not download unknown apps or attachments, and do not share your screen or allow others to remotely control your device.

**Protect your personal information.** Never disclose your OTP, CVV2 codes on your bank card, or passwords for your bank account and digital wallets.

**Always verify any request for information.** If someone asks you for money or personal information, verify their identity first.

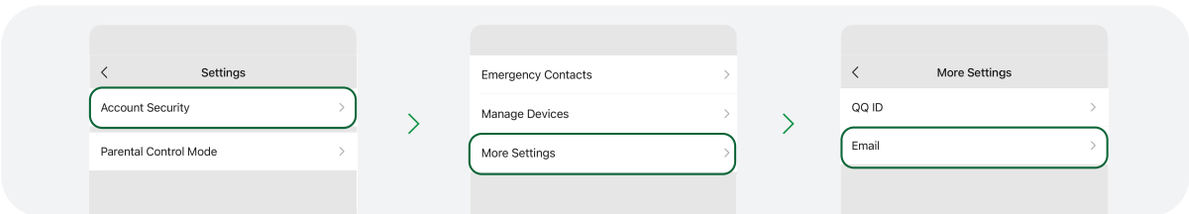
# How to better protect my WeChat account?

*Account takeover refers to the obtaining of another person's account and password and then using such information to login to the account for illegal purposes such as stealing personal information, spreading malicious software, and posing as the victim. To better protect your account from a takeover, these settings can help enhance your account security.*

## 1 Do not download apps from unofficial sources

## 2 Secure your account

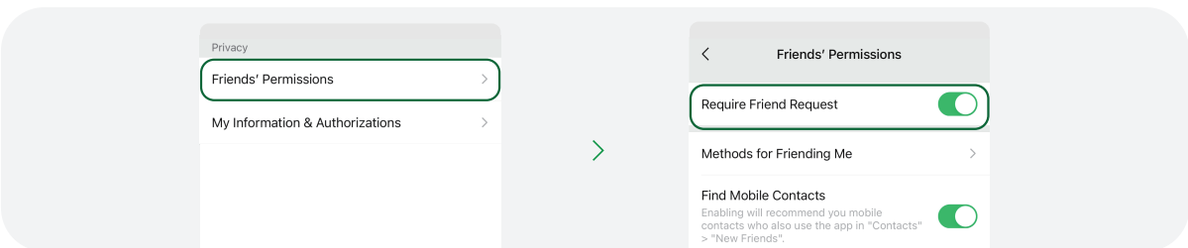
- Use a strong and unique password that includes numbers, symbols, and both upper and lowercase letters.
- Link your email to your account for easier recovery.




[Me - Setting - Account Security - More Settings - Email]

## 3 Manage your contacts

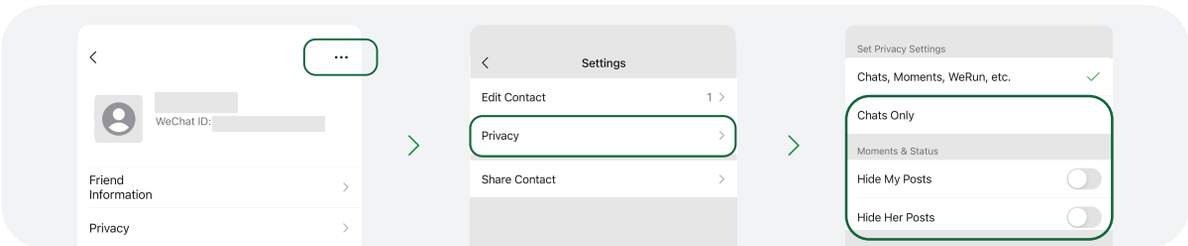
- WeChat enhances your safety by enabling the "Require Friend Request" feature by default, which allows only added contacts to reach you. To maintain a secure experience, it is advisable to keep this feature enabled. Always verify friend requests and connect only with people you trust.




[Me - Settings - Friends' Permissions - Require Friend Request]

## 4 Manage privacy setting

- Change your privacy setting to manage the visibility of your information and content.




[Contacts - Select contact - "···" - Privacy]

# What to do if you suspect a scam?

## 1 Change your passwords

Change your passwords immediately if you think your account has been compromised. You should also change your passwords for other accounts associated with the same password.

## 2 Contact your bank

Contact your bank immediately, if you think you have lost money to a scam.

## 3 Report to the police

Call the 24/7 ScamShield Helpline at 1799 if you are unsure whether the situation you have encountered is a scam. If you have any information relating to such crimes, you may call the Police Hotline at 1800-255-0000, or submit a report online at www.police.gov.sg/i-witness. If you require urgent Police assistance, please dial '999'.

# Singapore Anti-Scam Info

ScamShield Helpline:
1799

Learn about scams:
https://www.scamshield.gov.sg

**Download ScamShield**

In Support of: DIGITAL FOR LIFE PLAY IT FORWARD

More Resources :
https://www.digitalforlife.gov.sg/learn/resources

WeChat Help Center
help.wechat.com

WeChat