

 MediaLiteracyCouncilSG
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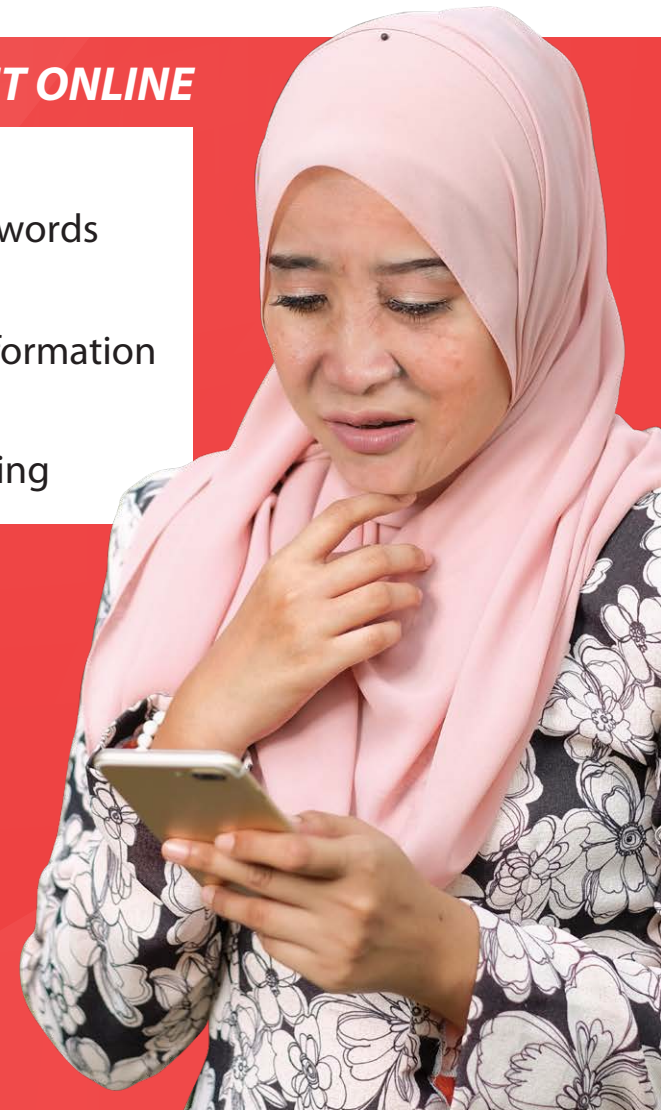
BE SAFE

HOW TO SPOT SUBSCRIPTION 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 7 tips to help you spot and counter a subscription scam.

01 **BE ALERT**

Be wary when you are offered a cheap or free trial for a service (e.g., unlimited access to games or videos). At the end of the trial period, you may not be able to cancel the subscription.

02 **SEARCH ONLINE FOR SITE REVIEWS**

Almost every website has feedback online on the reliability of its products and unsubscription process. Do a quick search for a review of the organisation.

03 **CHECK YOUR BANK STATEMENT**

It's common for scammers to switch your free-trial subscription to the paid or premium version without informing you. Look through your bank statements regularly for any change to the status of your subscriptions.

04 **READ THE TERMS AND CONDITIONS**

The terms and conditions should state the duration of the free subscription and if it will be converted automatically to a paid subscription. If so, set a reminder to cancel your subscription before the trial period ends.

05 **CLOSE THE PAGE**

If you've started the sign-up process but change your mind at any stage, simply close the page. Don't click on other buttons or links on the page as these may sign you up automatically.

06 **PHONE AND EMAIL**

Speaking to the service staff is often the easiest way to cancel a subscription. You should also email the company as proof of your request to cancel.

07 **CONTACT YOUR BILLING SERVICE PROVIDER**

If the charge continues, contact your bank with evidence that you have tried to cancel the subscription. In the worst case scenario, cancel your card to prevent further unwanted charges from being incurred.

