



Media Statement

ABS STATEMENT ON SCAM CALLS MASQUERADING AS BANKS

27 April 2020

Singapore –The Association of Bank in Singapore (ABS) would like to advise members of the public that there has been a recent uptick in scam and fraudulent messages and calls in which bank staff are impersonated, and customers’ personal and/or bank account information is sought.

A number of scams have emerged during the current Covid-19 situation, involving false offers of bank loans. The ABS would like to advise the public that banks have in place the following protocols for customers to guard against such fraudulent calls.

- Banks will not make an unsolicited call to customers via mobile chat apps like Whatsapp or Viber; if members of the public receive calls from their banker via Whatsapp, it would only be to resolve or follow up on specific matters that they would be fully aware of;
- Banks will not make calls to customers from an international phone number;
- Banks will not ask for login information, such as User IDs, Personal Identification Numbers (PINs) and One-Time Passwords (OTPs), though they may request for authenticating information such as date of birth;
- Banks do not close accounts abruptly (within a few hours); customers will be given sufficient notice if a bank account is to be closed.

Customers should not share User IDs, PINs, OTPs and Passwords with anyone including bank staff. These should be kept confidential to protect your bank account from being accessed by unauthorised parties.

If they receive a suspicious call, they should hang up and report the call to their bank, as well as MAS at webmaster@mas.gov.sg or the Police at 1800-255-0000 or www.police.gov.sg/iwitness. Do not call back the number provided by the caller. Block or report the number as spam on the mobile application immediately.



About The Association of Banks in Singapore:

The Association of Banks in Singapore (ABS) plays an active role in promoting and representing the interests of the banking community in Singapore. In doing so, ABS works closely with the relevant government authorities towards the development of a sound financial system in Singapore. Since its establishment in 1973, ABS has promoted common understanding among its members and projected a unifying voice on banking issues. It has brought its members closer together through various guidelines and banking practices as well as the support of projects of mutual benefit to face the challenges of the financial and banking community in Singapore. Today, ABS has a membership of 154 local and foreign banks. More information on ABS is available on the website: www.abs.org.sg.

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