

Dear Editor

We refer to the letter from Mr Andrew Seow, "Turning a deaf ear to card worries" (ST Forum, 8 June 2011).

To date, credit card non-receipt fraud cases in Singapore are considerably low, estimated at less than 0.01%. Banks do not hold the cardholder responsible for cards that are intercepted during delivery to the cardholder and are fraudulently used.

Besides, the banks have proactively put in place **either one** of the following measures to safeguard cardholders from fraud:

- (a) A first transaction alert. Cardholders are notified via sms when the first transaction is carried out on the new credit card. Cardholders will be able to notify the bank immediately if the first transaction was not made by them; or
- (b) "Blocked" credit cards. Credit cards (new and renewal) are mailed out 'blocked' to cardholders. In order to start using the cards, cardholders will first need to activate the cards via sms or the bank's hotline.

Sending credit cards by registered mail does not mitigate the risk of fraud as there were instances where registered mail were intercepted. In addition, it may cause inconvenience to the cardholder of having to retrieve a registered mail from the post office because no one was at home to receive it.

We thank Mr Seow for his feedback.

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Director
The Association of Banks in Singapore