



**SINGAPORE
CUSTOMS**

MEDIA RELEASE

Immediate

3 December 2025

SINGAPORE CUSTOMS WARNS OF NEW PARCEL SCAM VARIANTS

Singapore, 3 December 2025 – Singapore Customs (“Customs”) is alerting the public to two new variants of parcel scams in which scammers impersonate Customs or its officers to deceive victims into making payments or revealing banking details in recent months.

Scam Variant #1

2 Scammers posing as Customs would send victims an email from a Gmail account sgpcustoms648171@gmail.com to inform victims that they have a parcel which is purportedly withheld by Customs for compliance reasons. In the email, victims would be issued a fake inspection notice requesting victims to be present for an onsite inspection of the goods scheduled a few days from the date of the email. The document contains impersonation of a member of Customs’ senior management.

3 In lieu of being physically present at the inspection, scammers would then offer victims the alternative of paying a “verification fee” to a Malaysian bank account, with the promise that the parcel would be released once the victims pay and a full refund would be issued afterwards. Victims would also be invited to fill up a forged “Singapore Customs Inspection Agreement” form with their bank account details for the supposed refund.

4 Closer to the payment deadline, scammers would follow up with emails to threaten victims to make the bank transfer or else the scammers would “notify the Malaysian police and initiate arrest proceedings for contraband”. Several victims of this scam who contacted Customs to verify the authenticity of the emails and documents have Malaysia-registered telephone numbers.

Scam Variant #2

5 Scammers posing as Customs officers would send Whatsapp messages to victims informing them they have gold bars registered under the victim’s name being held by Customs. Scammers would send victims photographs of the supposed gold bars and a forged document bearing the old Customs logo and falsified shipping details. Scammers would request victims to make payment for the release of the gold bars, or face immediate seizure of the gold bars, legal action for “customs evasion”, and “blacklisting from all future shipments”.

Protect against scams

6 Members of public are advised to take the following precautions to guard against scams:

- a) Customs will never request for payment to release parcels.
- b) Official correspondences from Customs are sent from email addresses containing the @customs.gov.sg domain. Customs does not send official correspondences via personal email accounts (such as Gmail), Whatsapp and other messaging platforms, or social media.
- c) Government officials will never ask for money or bank details via phone call, text message or email. Only trust SMSes from the gov.sg SMS sender ID.
- d) When in doubt, verify at customs_feedback@customs.gov.sg or call the ScamShield Helpline at 1799 to check.

- e) Report scams to the police immediately at <https://www.police.gov.sg/E-Services/Lodge-Police-Report>.

7 We take a serious view of such scams as they undermine public trust in Singapore Customs. Let us stay informed and vigilant, and together, we can combat scams.

Annex: Screenshots of scam messages and forged documents

-END-

About Singapore Customs

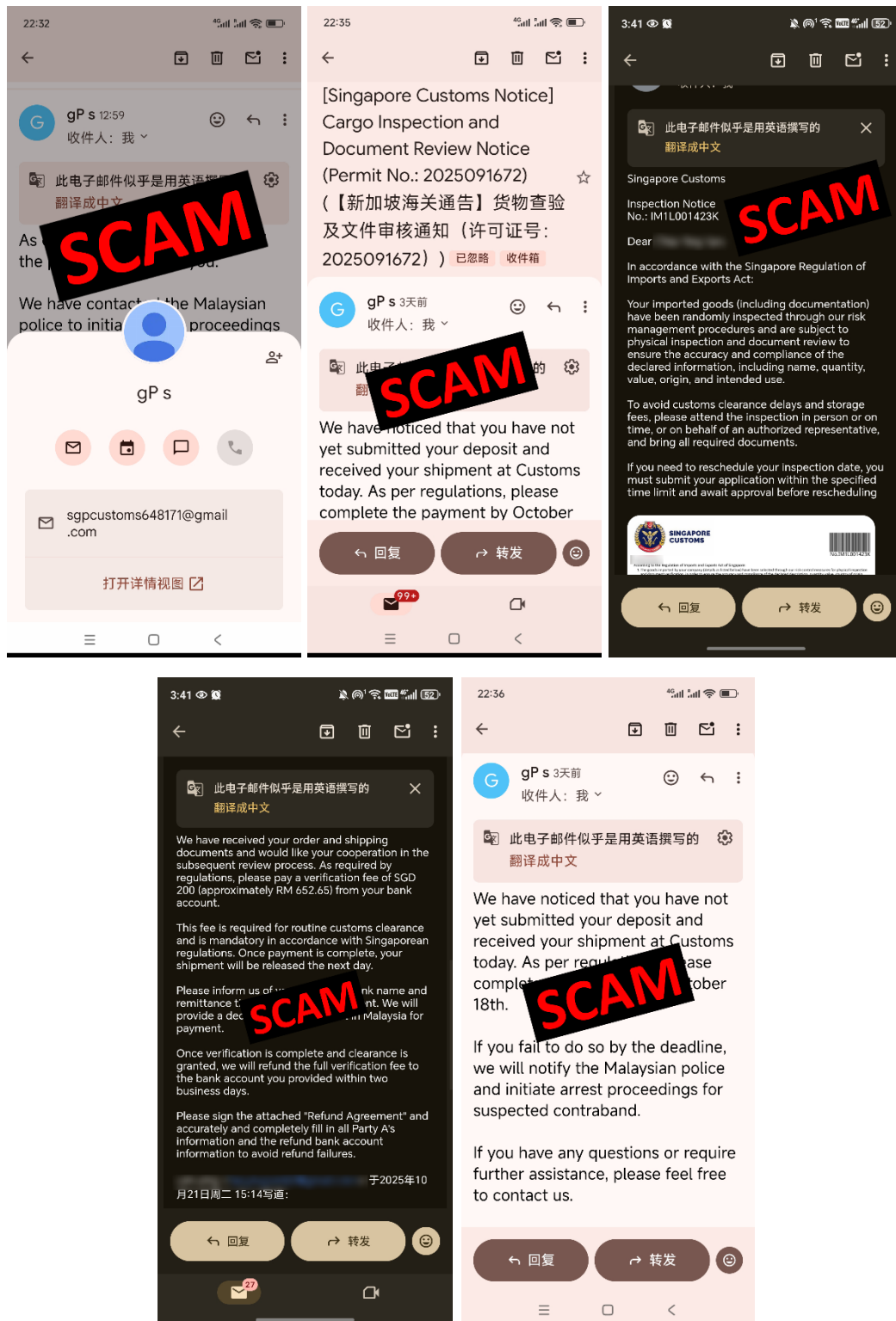
Singapore Customs protects revenue and facilitates trade for Singapore's economic growth while continuously striving to be a world-leading customs authority. As a partner of the Ministry of Finance, we ensure compliance with customs and tax regulations, safeguard the nation's financial interests, and combat illicit trade activities. We also enable seamless trade by simplifying customs processes, building global trade connectivity, and maintaining Singapore's position as a trusted global trading hub. Guided by our values of integrity, commitment, courage, responsiveness and teamwork, we strive for excellence with a professional and innovative team. Together, we ensure revenue and enable trade, fostering a thriving Singapore economy.

To find out more, visit our website at www.customs.gov.sg


Follow Customs on:




Annex



Screenshots of emails from Scam Variant #1



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No.IM1L001423K

According to the Regulation of Imports and Exports Act of Singapore:

- The goods imported by your company (details as listed below) have been selected through our risk control measures for physical inspection and document verification, in order to ensure the accuracy and compliance of the declared description, quantity, value, country of origin, and intended use.
- To avoid delays in clearance and warehouse storage charges, please attend in person or authorize an agent to attend within the stipulated deadline, and prepare all required documents for inspection.
- Should a rescheduling be necessary, please submit an application in advance within the prescribed timeframe and await approval.

Case and Shipment Information

- Permit No.: [2025091672]
- Counter Tracking No.: [984381894763]
- Mode of Transport: [Air Freight]
- Importer of Record:
- Consignee:
- Declared Goods Name / HS Code: [Plush Toys]
- Declared Value (Currency): [MYR 258]
- Supplier Name:
- Scheduled Inspection Date: [2025/10/03] (Actual timing subject to notice or on-site arrangements)

Compliance Requirements

- The importer or an authorized representative shall be present at the appointed time and in possession of valid identification documents. Where a licensed customs broker is in attendance, a duly executed authorization letter shall be provided.
- Submit complete supporting documents for transaction and goods within the stipulated time, ensuring consistency with declared information.
- Cooperate with unsealing, counting, photographing, video recording, and other inspection procedures during inspection. Resealing and repacking will be handled in accordance with the instructions.
- If rescheduling is required, apply in writing at least one working day prior to the scheduled inspection date, subject to approval.
- Do not touch, move, or replace the goods or packaging without instructions during inspection.

Required Documents

- Identity & Entry Qualification: Copy of valid identification documents and authorization details and responsible person's identity documents (for companies).
- Transaction Documents: Commercial invoice, bill of lading, packing slip, quotation or discount proof.
- Payment Proof: Remittance slip, credit transfer receipt, bank statement, third-party payment screenshot.
- Logistics Documentation: Bill of lading, airway bill, courier/consignment note, packing list.
- Product Information: Specification sheet, product images/catalogue, material or composition, usage details, brand and model mapping.
- Value Supporting Documents: Supplier quotation, official website/platform screenshot (including pricing, discounts, promotions).
- Origin & Regulatory Documents: Certificate of origin (if applicable), permit/quota/inspection and quarantine documents (if subject to control).

Contact Information

- Responsible Division: [Singapore Customs]
- Customs Officer:

Data and Declaration

Personal and commercial data collected will be used solely for customs clearance and inspection purposes, and will be protected in accordance with the Personal Data Protection Act (PDPA) of Singapore. This notice constitutes an official document for the purpose of inspection procedures. It shall be retained by the addressee, and strict compliance with the instructions set out herein is required.


To: _____

Hereby notified.

Customs Officer: _____

1 Bulim Drive, Customs Operations Command, Singapore 648771
E-mail: customs@customs.gov.sg

Ensuring Revenue. Enabling Trade.



**SINGAPORE
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Singapore Customs Inspection Agreement

Party A (Applicant/Consignee): _____

ID Number: _____

Contact Number: _____

Email: _____

Party B (Inspection Unit/Organizer): _____

Address: _____

Contact Number: _____

Article 1: Inspection Item

Pursuant to relevant import and export regulations, Party A's imported goods require document review and physical inspection as part of routine risk management procedures. Party A has acknowledged and agrees to cooperate with Party B in completing the relevant inspection procedures.

Article 2: Inspection Fee

Party A shall pay the inspection fee in advance, subject to formal invoice issued by Party B.

After the inspection is completed, Party B will refund the fee to the designated bank account within two business days in accordance with the agreed terms.

Article 3: Refund Bank Account

Bank Name: _____

Bank Account Number: _____

Name: _____

Article 4: Disclaimer

Party A guarantees that the bank account information provided is correct. Party B assumes no responsibility for any refund failure resulting from errors.

Party B promises to conduct the verification and refund procedures in accordance with the law and adhere to the principles of fairness, impartiality, and transparency.

Article 5: Effective Date of Agreement

This Agreement shall take effect and be legally binding upon the date both parties sign or seal it.

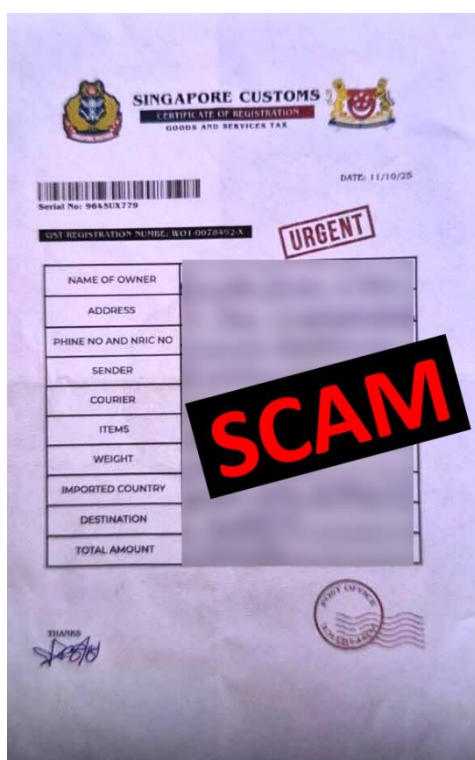
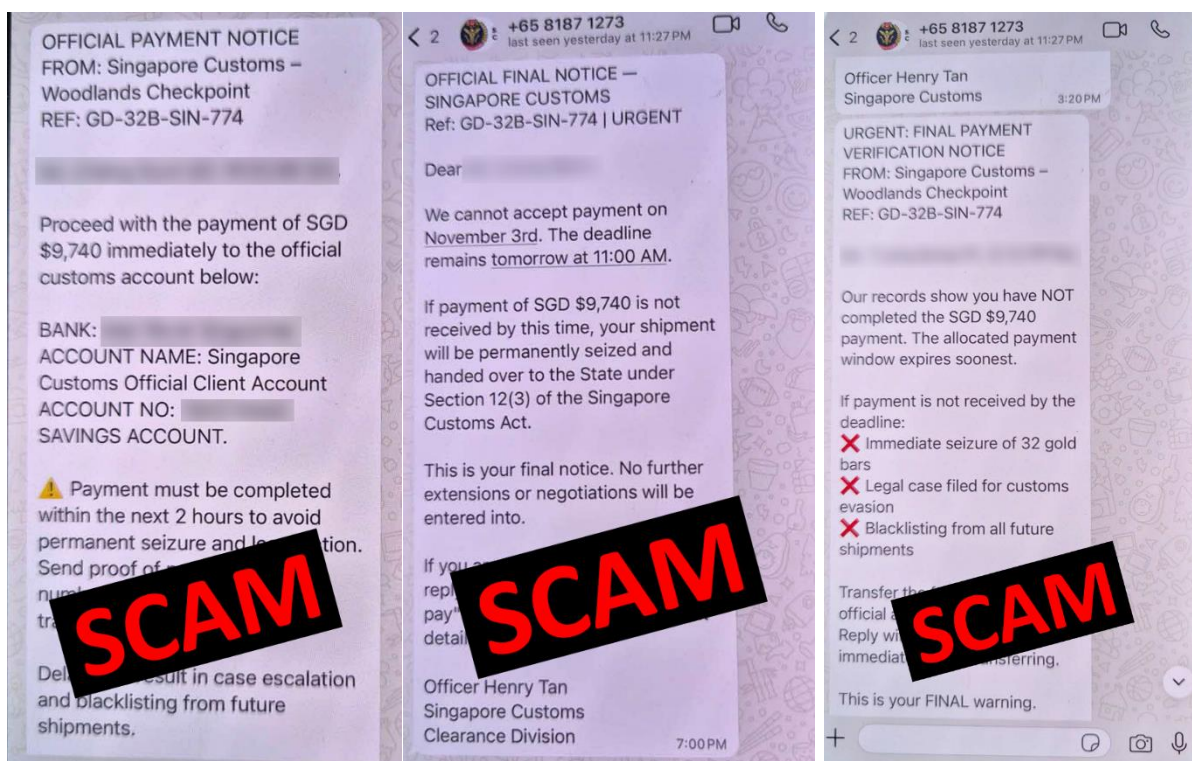
Party A (Signature): _____

Date: _____

Party B (Signature/Seal): _____

Date: _____

Screenshots of fake Customs documents from Scam Variant #1



Screenshots of Whatsapp messages and a fake Customs document from Scam Variant #2