



SINGAPORE CUSTOMS 新加坡关税局 **KASTAM SINGAPURA** சிங்கப்பூர் கங்கத்துறை

Public Advisory on Impersonation Emails

7 May 2017

It has come to our attention that some members of the public have received emails purportedly sent by Singapore Customs officers, requesting the recipients to do one of the following:

- Open an email link or file attachment.
- Transfer a sum of money to accounts belonging to an individual.
- Provide bank account details.
- Provide confidential personal information such as identification numbers, passwords and/or credit card numbers.

Singapore Customs would like to clarify that such emails were not sent by our officers. Singapore Customs does not ask for confidential personal information through emails nor do we send official correspondence from personal email accounts such as Gmail, Yahoo, Hotmail or other unofficial email domains.

Singapore Customs takes a serious view of such impersonation incidents as they undermine public trust in our department and we have since referred the matter to the Police for investigation. We would like to advise members of the public who have received such impersonation emails to do the following:

- Ignore the email and do not follow the sender's instructions.
- Do not click on any link or open any file attachment(s) in the email as the content may be malicious.
- Do not provide your name, NRIC number, passport details, contact details, bank account or credit card details, or other personal details to the sender.

If in doubt, please contact Singapore Customs at customs_feedback@customs.gov.sg to verify the authenticity of any correspondence you received from Singapore Customs.

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About Singapore Customs

Singapore Customs – a department under the Ministry of Finance – is the lead agency for trade facilitation and revenue enforcement.

We facilitate Singapore’s external trade through active engagement with businesses, robust regulations and effective enforcement.

Besides ensuring a fair, competitive and level playing field for traders, we also safeguard Government revenue. We take firm enforcement action against those who attempt to evade duties and taxes by making fraudulent declarations or bringing in contraband goods.

Our vision is to be a leading customs that advances Singapore’s economy by assuring the integrity of the trading system.

We make trade easy, fair and secure.