



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

Public Advisory on Scam Text Messages and Calls

25 October 2017

Singapore Customs has received information that text messages and calls were sent from a number which appears to be Singapore Customs' fax number (+65 6250 8663) requesting the recipient to make payment for the release of an item purportedly held by Singapore Customs.

We would like to clarify that these text messages and calls were not made by Singapore Customs. We do not request any payment through text messages or calls.

Singapore Customs takes a serious view of such impersonation incidents as they undermine public trust in our department. A police report has been made on the incident.

We would like to advise members of the public who have received such text messages and calls to take the following precautions:

- Ignore the text messages and calls and do not follow the sender's/caller's instructions.
- Indicate that you will hang up and call Singapore Customs to verify.
- Do not provide your name, NRIC number, passport details, contact details, bank account or credit card details, or other personal details to the sender/caller.

When in doubt, please contact Singapore Customs on (65) 6355 2000 or email us at customs_feedback@customs.gov.sg to verify the authenticity of any correspondence you received from Singapore Customs.

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