



NEWS RELEASE

NCPC CRIME PREVENTION AWARDS SPOTLIGHT 10 ORGANISATIONS STRENGTHENING CRIME PREVENTION EFFORTS FOR A SAFER SINGAPORE

The second edition of the Awards spotlights organisations across sectors for strengthening vigilance, raising awareness and taking proactive action against crime.

Singapore, 4 September 2026 — The National Crime Prevention Council (NCPC) recognised 10 organisations for their significant efforts in crime prevention at the second edition of the NCPC Crime Prevention Awards, which was held in conjunction with its annual appreciation dinner. The ceremony was graced by Guest-of-Honour Mr K Shanmugam, Senior Minister, Coordinating Minister for National Security and Minister for Home Affairs.

2. The Awards recognise organisations that have gone above and beyond to strengthen crime prevention, working closely with NCPC and other partners to build safer and more resilient communities. This year, five organisations received the **‘Champion’** award for outstanding excellence and leadership in crime prevention. This includes UOB, Go-Ahead Singapore, OCBC, Singapore Pools and Marina Bay Sands. Other recipients include **‘Partner’** Award recipients such as, SBS Transit, and Shin Min Daily News. More details are at Annex A.

3. The Awards are part of NCPC's wider efforts to foster a culture where crime prevention is a shared responsibility. Chairman of NCPC, Mr Gerald Singham, said: "Keeping Singapore safe is a shared responsibility, and the organisations recognised this year demonstrate what that looks like in practice. Whether through frontline vigilance, public education, technology, partnerships, or community action, each award recipient has taken proactive steps to prevent crime and strengthen the safety of those around them. We are heartened to see organisations from a diversity of sectors, such as healthcare, transport, and media, stepping up this year. As NCPC marks its 45th anniversary, we remain committed to working with organisations to build a stronger culture of vigilance and empower more people with the tools and platforms to take action against crime. We hope the Crime Prevention Awards will inspire more organisations to step forward and do their part to keep Singapore safe."

NCPC's partnership with the community

4. Established in 1981, NCPC marks its 45th anniversary this year. As crime has evolved from neighbourhood offences to scams and cyber-enabled crime that transcend borders, NCPC continues to adapt its prevention strategies for the digital era, combining outreach and new partnerships to enable all Singaporeans to play a part in crime prevention.

5. One such initiative is Cyber Citizens on Patrol (Cyber COP), a new volunteer programme piloted with the Singapore Police Force (SPF). Cyber COP empowers everyday Singaporeans to help keep the online space safe by detecting potential scams and suspicious activity. Information shared by volunteers helps the Police intervene early and prevent more people from falling prey to scams. Since 1 August 2026, close to 100 volunteers have come onboard, completed their training, and have begun conducting online patrols. NCPC will work with the SPF to review the effectiveness of this initiative, before further growing the Cyber COP force.

NATIONAL CRIME PREVENTION COUNCIL

4 SEPTEMBER 2026 @ 9PM

ANNEX A

Available champion and partner profiles and case studies for media interviews.

AWARD	ORGANISATION
CHAMPION	<u>UOB</u> UOB is strengthening its fight against scams through frontline intervention, customer education and fraud expertise. Recent cases highlight how their trained staff have protected customers' savings amid increasingly complex scam tactics. Two case studies highlighted below underscored their vigilance: 1. <u>Preventing a further S\$75,000 loss</u> A customer visited UOB's Clementi Branch to request for a blank cashier's order with no beneficiary name. As this was an unusual request, Deputy Branch Manager Ms Luo Lan probed further on the purpose of the payment, but the customer could only vaguely describe that it was for a "friend". Although he appeared calm and confident, Ms Luo's careful questioning uncovered that the customer had been communicating with a scammer impersonating a police officer. The scam was highly convincing, involving a video call that featured the scammer dressed in a police uniform against a backdrop resembling a police station, which led the customer to believe he was under police investigation. By the time he arrived at the branch, he had already transferred \$75,000 to the scammers. By explaining the scammers' modus operandi and sharing similar scam cases, Ms Luo helped the customer realise that he had been scammed, preventing him from losing a further \$75,000. 2. <u>Protecting an elderly customer's remaining S\$31,000 in savings</u> An elderly customer visited UOB Toa Payoh branch to prematurely withdraw her fixed deposit in cash. When conversing with the customer, Deputy Branch Manager Ms Tricia Tan noticed inconsistencies in the customer's explanation for the withdrawal, which shifted from funding home renovations to finding a contractor. The customer's reluctance to provide supporting documents and refusal to contact her daughter raised further concerns. Suspecting a

	potential scam, Ms Tan advised against an immediate cash withdrawal and instead arranged for the funds to be issued via a Cashier's Order for deposit into another bank. This provided critical time for UOB to alert the receiving bank to the situation and halt the transfer pending further investigation. The intervention proved crucial, as the customer later returned with a police report confirming she had been scammed. Through timely action and coordination with our anti-fraud team, the Police and another bank, Ms Tan helped safeguard the customer's remaining \$31,000 in savings from further loss. These cases demonstrate how vigilance and timely intervention by frontline staff can make a critical difference in protecting customers from increasingly sophisticated scams. By spotting warning signs early and escalating concerns promptly, UOB's frontline staff helped safeguard customers' life savings and reinforced the importance of collective action in the fight against scams.
CHAMPION	<u>OCBC</u> OCBC has strengthened its role in scam prevention by leveraging its extensive customer touchpoints to amplify public education and equip customers to recognise and respond to emerging scam threats. In 2025, OCBC broadcast NCPC-produced scam awareness videos across all its branches for approximately six months, while promoting the ScamShield app and 1799 Anti-Scam Helpline across its digital banking platforms and customer advisories. Its frontline vigilance has played a critical role in preventing scam losses. As scammers increasingly use social engineering to persuade victims to withdraw money physically at bank branches, OCBC's branch employees have stepped up their intervention efforts, preventing more scams at its branches in 2025 compared with 2024. <u>Safeguarding S\$350,000 from a Government Official Impersonation Scam</u> A 74-year-old customer was targeted in a Government Official Impersonation Scam in September 2025 after scammers posing as bank staff and police officers convinced him that he was implicated in a money laundering investigation. He was persuaded to share his phone screen, exposing his bank account balances. Under their instructions, the customer withdrew cash on three separate occasions and handed over a total of \$85,000 in cash physically at a

	park to individuals he believed were assisting with the investigation. The scammers then directed him to liquidate a \$350,000 unit trust investment and deposit the proceeds into a newly opened OCBC account. When the customer visited OCBC Bishan branch on 8 October 2025, Customer Service Officer Ong Hui Fang, and Personal Wealth Manager, Ang Kok Jiun, spotted inconsistencies in his account and recognised multiple red flags. They spent hours engaging the customer, explaining the scam tactics and sharing preventive measures, while escalating the case to OCBC's Group Anti-Fraud team and the Police. Following police intervention, the customer realised he had been a victim of a Government Official Impersonation Scam, and the \$350,000 was successfully safeguarded.
CHAMPION	<u>Go-Ahead Singapore</u> Go-Ahead Singapore takes a whole-of-organisation approach to crime prevention, combining technology, staff training and community outreach to strengthen security across its operations. At its East Coast Bus Depot, Go-Ahead Singapore has implemented an Integrated Visitor Management System with facial recognition to strengthen access control and prevent unauthorised entry into critical transport infrastructure. Its Crime Awareness and Security Vigilance Programme further equips employees, contractors and tenants with the knowledge to recognise and report suspicious activities. The programme includes crime awareness workshops with the Singapore Police Force, monthly crime prevention advisories, outreach booths and roadshows, the “Be Aware, Stay Secure” security awareness video, and Threat-Oriented Person Screening Integrated System (TOPSIS) briefings. More than 1,500 employees, contractors and tenants have been reached through Go-Ahead Singapore's security awareness initiatives, while its public-facing efforts at bus interchanges encourage commuters to stay vigilant and report suspicious activity. Together, these efforts strengthen a culture of vigilance and reinforce crime prevention as a shared responsibility across Go-Ahead Singapore's workforce and the communities it serves.

PARTNER**SBS Transit**

SBS Transit has adopted a proactive, partnership-led approach to crime prevention, using its extensive public transport network to support crime prevention efforts, amplify Police advisories and strengthen community vigilance. As the first public transport operator in Singapore to implement the Threat-Oriented Person Screening Integrated System (TOPSIS) Programme, it has equipped employees and frontline stakeholders to recognise, report and respond to suspicious activity.

- **TOPSIS in action**

A notable example occurred on 25 February 2026 at Ang Mo Kio Bus Interchange. During a routine patrol, SBS Transit Interchange Supervisor Chua Jin Kee noticed a commuter displaying suspicious behaviour within the interchange concourse. Applying the vigilance and behavioural observation skills reinforced through TOPSIS training, Mr Chua continued to monitor the individual after assessing the behaviour as unusual. The individual subsequently proceeded to a nearby retail outlet and committed a shop theft offence. Having identified the suspicious behaviour and continued to monitor the individual, Mr Chua promptly alerted the Police, enabling swift police intervention and investigation.

In recognition of his vigilance and proactive actions, the Singapore Police Force presented him with a Letter of Appreciation. The Police highlighted that his actions reflected the “strong partnership between the Police and the community, which is one of the key reasons why Singapore continues to be one of the safest places in the world”.

ANNEX B



Photo caption: NCPC Chairman Mr Gerald Singham gives his welcome address at the 2nd NCPC Crime Prevention Awards.



Photo caption: (From Left) Mr How Kwang Hwee, Commissioner of Police, Singapore Police Force; Mr Gerald Singham, Chairman, National Crime Prevention Council; Mr K Shanmugam, Senior Minister, Coordinating Minister for National Security and Minister for Home Affairs; Mr Tan Chye Hee, Permanent Secretary (Home Affairs), Ministry of Home Affairs; and Mr Tan Puay Kern, Vice Chairman, National Crime Prevention Council.



Photo caption: Senior leadership representative from UOB receiving the Champion Award from Mr K Shanmugam, Senior Minister, Coordinating Minister for National Security and Minister for Home Affairs and NCPC Chairman, Mr Gerald Singham, at the 2nd NCPC Crime Prevention Awards.



Photo caption: Senior leadership representatives from OCBC receiving the Champion Award from Mr K Shanmugam, Senior Minister, Coordinating Minister for National Security and Minister for Home Affairs and NCPC Chairman, Mr Gerald Singham, at the 2nd NCPC Crime Prevention Awards.



Photo caption: Senior leadership representative from Go-Ahead Singapore receiving the Champion Award from Mr K Shanmugam, Senior Minister, Coordinating Minister for National Security and Minister for Home Affairs and NCPC Chairman, Mr Gerald Singham, at the 2nd NCPC Crime Prevention Awards.



Photo caption: Senior leadership representative from SBS Transit receiving the Partner Award from NCPC Chairman Mr Gerald Singham at the 2nd NCPC Crime Prevention Awards.



Photo caption: Senior leadership representative from Shin Min Daily News receiving the Partner Award from NCPC Chairman Mr Gerald Singham at the 2nd NCPC Crime Prevention Awards.

ABOUT THE NATIONAL CRIME PREVENTION COUNCIL

The NCPC is a non-profit organisation committed to promoting public awareness and concern on crime, and propagate the concept of self-help in crime prevention. The Council comprises representatives from various sectors including the Commercial, Industrial, and Education sectors, as well as the Singapore Police Force.

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