



**SINGAPORE
POLICE FORCE**
SAFEGUARDING EVERY DAY

JOINT NEWS RELEASE

1ST ANNIVERSARY OF THE 1799 SCAMSHIELD HELPLINE

The National Crime Prevention Council (NCPC) celebrated the 1st anniversary of the 1799 ScamShield Helpline at its new premise at Certis on 15 September 2025.

1799 ScamShield Helpline – A Key Resource in Fighting Scams

2 In September 2024, NCPC's Anti-Scam Helpline underwent a major rebranding exercise, which included a new name and a shorter helpline number – 1799 ScamShield Helpline. The operating hours were also extended from weekdays, 9am to 5pm, to 24/7.

3 Since its launch in September 2024, the ScamShield Helpline, fronted by NCPC, has been a critical tool in the ScamShield suite of anti-scam resources, providing real-time support for the public to identify and prevent scams. In just one year, the number of calls received by the helpline surged from up to 30 calls a day to the current 500 to 700 calls per day. The helpline has handled over 128,000 calls and online chats since its launch, with about 80% calling to check if something they were facing was a scam.

4 The ScamShield Helpline was previously operating at the Police Cantonment Complex. With the steady increase in the number of calls received, the ScamShield Helpline has shifted its operations to Certis since 1 July 2025,

with a bigger space to accommodate the additional manpower required to man the helpline.

1799 ScamShield Helpline – A Helping Hand for the Vulnerable

5 The ScamShield Helpline agents have been key in assisting callers to avert scams. Some case studies include:

Case Study 1 – \$40,000 of potential losses averted in an insurance services scam

6 In May 2025, a caller, Mr X, contacted the ScamShield Helpline after receiving a suspicious call. He had been told by a purported UnionPay officer that his personal details were used to purchase a \$1 million insurance plan in Malaysia. The call was then transferred to someone posing as an MAS officer, who instructed him via WhatsApp to withdraw \$40,000 and hand it to an “undercover officer” for investigations.

7 Doubting the authenticity of the calls, Mr X called 1799 after he had already withdrawn the money. During the call, he repeatedly mentioned that the “undercover officer” was waiting downstairs to collect the money. The ScamShield Helpline agent calmly pointed out the key scam signs and advised him to file a police report immediately. Convinced, Mr X ended the call and he did not suffer any financial losses.

Case Study 2 – \$38,000 of potential losses averted in a government officials impersonation scam

8 Another case took place in July 2025, when Mdm Y called the ScamShield Helpline after a supposed Maybank officer claimed there was a suspicious transaction on a credit card under her name, even though she did not own one. The call was then transferred to someone posing as a police officer, who accused her of being involved in money laundering and threatened her with an arrest warrant unless she cooperated.

9 Under immense pressure after a two-hour conversation with the scammer the day before, Mdm Y was given yet another task: to withdraw \$38,000. In a highly stressed and emotional state, she called 1799 for help. The ScamShield Helpline agent listened patiently and explained the scam red flags. The agent also tried to calm Mdm Y down, and stayed on the line with her until she arrived safely at a police station to lodge a report. Mdm Y did not suffer any financial losses.

Importance of Stakeholders and Community Efforts to Combat Scams

10 While there was a dip in the number of scam cases in the first half of 2025, government officials impersonation scams saw a sharp increase. Cases almost tripled, rising by 199.2% to 1,762 in the first half of 2025, compared with 589 in the same period in 2024. Losses from this scam type were the second-highest of all, with total reported losses increasing by 88.3% to about \$126.5 million in the first half of 2025, up from \$67.2 million in the same period last year.

11 NCPC encourages the public to continue calling the free ScamShield Helpline at 1799 whenever they are unsure if something could be a scam. Stakeholders also play a vital role in curbing the rise in scam cases. Platform owners, in particular, can help raise awareness among their users and implement creative solutions to strengthen their systems against criminals who will stop at nothing to exploit victims.

**NATIONAL CRIME PREVENTION COUNCIL
SINGAPORE POLICE FORCE
15 SEPTEMBER 2025 @ 3:30PM**

ANNEX



Photo caption: The ScamShield Helpline has shifted its operations to new premises at Certis since 1 July 2025



Photo caption: ScamShield Helpline agents at work



Photo caption: (From Left to Right) Mr Tan Puay Kern, Vice Chairman, NCPC; Mr Devrajan Bala, Director of Scam Public Education Office, Singapore Police Force; and Mr Gerald Singham, Chairman, NCPC; unveiling the plaque, commemorating the new ScamShield Helpline Operations Centre



Photo caption: (From Left to Right) Mr Tan Puay Kern, Vice Chairman, NCPC; Mr Gerald Singham, Chairman, NCPC; Mr Devrajan Bala, Director of Scam Public Education Office, Singapore Police Force; leading the cake-cutting ceremony in celebration of the 1st anniversary of the 1799 ScamShield Helpline

QUOTES

“For the ScamShield Helpline to be recognised as a national resource in the fight against scams shows its value and effectiveness. The Helpline has helped many, and I encourage the public to save this important number, 1799, in their contacts and make it their default resource whenever they are unsure if something is a scam.”

- *Mr Gerald Singham*

Chairman

National Crime Prevention Council (NCPC)

“Even though there was a dip in the overall scam cases in the first half of 2025, Government officials impersonation scams remain a big concern and the number of cases have nearly tripled, with almost 1,800 cases in the first six months of 2025.

We urge the public to continue to stay vigilant knowing that government officials will never ask for your money over the telephone.

Always remember to “Stop and Check.” Call the 24/7 ScamShield Helpline at 1799 whenever you are unsure if something is a scam.”

- *Senior Assistant Commissioner of Police (SAC) Devrajan Bala*

Director of Scam Public Education Office (SPEO)

Operations Department

Singapore Police Force

Concurrent Executive Director National Crime Prevention Council (NCPC)

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.

ABOUT THE SCAMSHIELD HELPLINE

The ScamShield Helpline was set up to provide the public a simple and accessible option to call and make pre-emptive checks whenever they are unsure if something is a scam. It serves as a trusted resource for individuals to 'stop and check' with before making decisions in potential scam situations, providing individuals a 'cognitive break' which may help them better identify the situation they are in. In addition, the Helpline also sought to quickly connect individuals to their banks if they suspect their accounts have been compromised, so that immediate action can be taken.

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