



# CONSUMERS ASSOCIATION OF SINGAPORE

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Hotline: 6100 0315 Fax: 6467 9055

Website: [www.case.org.sg](http://www.case.org.sg)

## MEDIA RELEASE

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### For Immediate Release

24 January 2023

#### **CASE alerts consumers on phishing emails impersonating its officers and directing recipients to third party website to receive information or monetary compensation**

The Consumers Association of Singapore (“CASE”) would like to alert consumers to phishing emails impersonating its officers and directing recipients to third party websites.

On 21 January 2023, CASE started receiving reports of these phishing emails. As at 24 January 2023, 2pm, CASE received 13 such reports. These 13 reports were made by consumers who have previously lodged consumer complaints with CASE. Of these 13 individuals, five also received similar phishing emails in October 2022.

In these emails, the senders provided fake ticket numbers to recipients’ claims/disputes, and asked them to click on a chat icon to access third party websites to receive updates or to receive monetary compensation<sup>1</sup>. The senders also included CASE’s logo in the emails.

These emails were sent from different email addresses such as “odoo@compueconomicos.com”, “wilson@v3.sg”, and “bhm200025@sdh.sg”. As these email addresses do not belong to CASE and as the emails did not originate from CASE, we are unable to ascertain the number of affected consumers.

We alerted consumers on 22 January 2023 through notices on our website and Facebook page, and through emails to consumers in our database. We have also conducted checks on our IT system and database and confirm they remain secure and have not been compromised. Further investigations are ongoing and we have reported the matter to the police.

Consumers who receive a similar email notification are advised not to click on the links or chat icons and not to disclose personal information and bank details to any third party. CASE will not direct consumers through email or live chat to visit another website to receive updates on their cases or to receive monetary compensation.

Consumers who receive a similar email notification may give their feedback to CASE via hotline at 9795 8397 or via email at [dataprotection@case.org.sg](mailto:dataprotection@case.org.sg).

Lee Siow Hwee  
Executive Director  
Consumers Association of Singapore

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<sup>1</sup> Refer to Annex A for samples of the emails.

## ANNEX A – SAMPLE EMAILS

**From:** Lim Kong Ting CASE SG Feedback <[odoo@compueconomicos.com](mailto:odoo@compueconomicos.com)>

**Date:** January 21, 2023 at 2:06:09 PM GMT+3

**To:** [REDACTED]

**Subject:** Case ORG Singapore: Update on your consumer ticket

Hi Client,

Please check your ticket #ckcp15553 for an update. You have received a new message regarding your recent claim.

Use the chat icon below to head over to our partner site, and quote your ticket number in chat to receive more information.



Thank You For Choosing Case as your partner.



**From:** "Lim Kong Ting CASE SG Feedback" <[wilson@v3.sg](mailto:wilson@v3.sg)>  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Sent:** Sun, 22 Jan 2023 at 22:43  
**Subject:** Case ORG Singapore: Latest developments on your dispute ticket



Your dispute has been successfully referred to our Collection and Compensation Department for assessment, and you have been found eligible for compensation.

Your assigned ticket number is #rpum125. The next step is to proceed to our DBS banking partners for the reimbursement process.

To speak with an agent, please use the chat icon and provide your ticket number (#rpum125) and indicate that it is CASE ORG. We anticipate reimbursing your indemnity within 14 days, payment is guaranteed but the amount will be determined by the court.

Thank You

