



# CONSUMERS ASSOCIATION OF SINGAPORE

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## MEDIA RELEASE

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### For Immediate Release

20 April 2023

#### **CASE alerts the public to scam text messages inviting them to participate in fake survey**

The Consumers Association of Singapore (“CASE”) would like to alert the public to text messages sent by scammers impersonating as CASE officers inviting the recipients to participate in a fake survey. These text messages did not originate from CASE. Members of the public who receive these text messages are advised to ignore them and block the phone number.

CASE received three reports about these text messages from the public on 19 April 2023.

In these text messages, scammers, impersonating as CASE officers, invited the recipients to participate in a fake survey intended to improve consumers’ online shopping experience<sup>1</sup>. Participants were asked a series of questions relating to their profile and shopping preferences. The scammers promised participants a monetary reward of S\$13 upon completion of the survey.

The text messages were sent via WhatsApp and originated from foreign phone numbers such as +1(708)321-1125 and +1(334)408-1437 and +1(507)416-4598.

CASE has reported the matter to the police.

Members of the public who receive similar text messages may give their feedback to CASE via hotline at 9795 8397. They may get scam-related advice from Scam Alert ([www.scamalert.sg](http://www.scamalert.sg)) or call their helpline at 1800-722-6688.

For annual surveys commissioned by CASE, the name of the appointed vendor and the time period of the survey will be announced on its website ([www.case.org.sg](http://www.case.org.sg)). All interviewers will produce a letter of authorisation and their identification when they conduct the surveys. The surveys are conducted in-person and not via text messages. Members of the public may verify the authenticity of such surveys against CASE’s website or contact CASE via its hotline.

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<sup>1</sup> Refer to Annex A for a sample of the text message.

**For media queries, please contact:**

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**About the Consumers Association of Singapore:**

The Consumers Association of Singapore (CASE) is an independent, non-profit organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act (CPFTA) which came into effect on 1 March 2004.

## ANNEX A – SAMPLE TEXT MESSAGES

