



# CONSUMERS ASSOCIATION OF SINGAPORE

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621

Hotline: 6100 0315 Fax: 6467 9055

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

## MEDIA RELEASE

---

### For Immediate Release

11 October 2022

### **CASE alerts consumers on phishing emails impersonating its officers and requesting for personal and bank details**

The Consumers Association of Singapore (“CASE”) would like to alert consumers to phishing emails sent from fictitious sender names impersonating CASE officers, requesting for consumers to perform payment transactions to receive monetary compensation.

CASE started receiving reports of these phishing emails on 8 October 2022. Based on initial investigations, the mail server managed by our service provider was hacked, thereby causing two mailboxes, “online-submission@case.org.sg” and “mediator1@case.org.sg”, which are used by CASE to communicate with consumers who lodge complaints on CASE’s website and whose complaints are escalated to mediation respectively, to send out phishing emails to consumers who submitted complaints via CASE’s website.

In these emails, consumers were asked to participate in the live chat, and approach bank partners to perform payment transaction(s) relating to their complaint(s) to receive monetary compensation. While these emails were sent from email addresses that CASE may have used to communicate with consumers, the latest notifications they receive did not originate from CASE. CASE will not direct consumers through email or live chat to visit another website to key in their bank details.

As at 11 October 2022, 2pm, 5,095 phishing emails were sent. Investigations revealed that the unauthorised access was limited to consumers’ email addresses. All other personal information remains secure.

Consumers who receive these email notifications are advised not to click on the links and disclose personal and bank details. Consumers who receive these email notifications and consumers who have performed the payment transactions should lodge a report with the police, and the anti-scam hotline at 1800-722-6688 as soon as possible. Consumers who require assistance on this matter may contact CASE via hotline at 9795 8397 or via email at [dataprotection@case.org.sg](mailto:dataprotection@case.org.sg).

Following this incident, CASE has taken immediate action to establish the scope of the incident and its impact. Upon confirmation that the mail server managed by our service provider was hacked, we worked with our IT vendors to suspend the affected mailboxes and reconfigure our email accounts to stop more phishing emails from being sent. Our IT vendors have also conducted a thorough check and confirm that our databases and website remain secure.

We are carrying out further investigations to determine the root cause of this incident. We have reported the incident to the police and the Personal Data Protection Commission (“PDPC”) and are

rendering our fullest cooperation to resolve this incident. We will also work with our IT vendors to strengthen our cyber security systems to avoid further recurrence.

Lee Siow Hwee  
Executive Director  
Consumers Association of Singapore

---

**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.

For more information, please visit the CASE website at [www.case.org.sg](http://www.case.org.sg) or follow us on:

Facebook: [www.facebook.com/casesg](http://www.facebook.com/casesg)

Twitter: [www.twitter.com/casesg](http://www.twitter.com/casesg)