



# 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

23 June 2023

### **CASE alerts consumers on phishing emails directing recipients to third party websites to receive 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 to receive monetary compensation.

On 21 June 2023, CASE started receiving reports of these phishing emails. As at 22 June 2023, CASE received 15 such reports. These 15 reports were made by consumers who have previously lodged complaints with CASE.

In these emails, the senders provided fake ticket numbers or complaint reference numbers to recipients’ complaints, quoted a summary of their complaints, and informed them that there were updates or developments for their complaints<sup>1</sup>. In some of these emails, the senders cited a monetary amount that was to be disbursed to the recipients. The senders also included CASE’s logo in the emails.

The senders asked the recipients to click on a link or a chat icon to access third-party websites to receive monetary compensation. Based on checks by CASE, the links were broken and could not be accessed.

These emails were sent from email addresses such as “info@iea-spb.ru” and “marcosalfaro@graciaproductora.com”. As these email addresses did not originate from CASE, we are unable to ascertain the number of affected consumers.

CASE has alerted consumers on 22 June 2023 through notices on our website and Facebook page. We have also conducted checks on our IT system and database and confirmed that they remained secured and have not been compromised. Further investigations are ongoing and CASE has reported the matter to the relevant authorities, including the Police.

Consumers who receive such emails are advised not to click on the links or chat icons. CASE will not direct consumers through email to visit another website to receive monetary compensation.

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

Consumers who receive such emails 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  
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**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.

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)

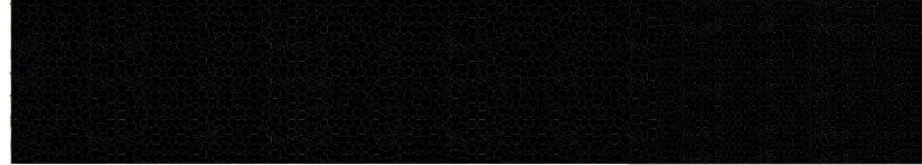
Twitter: [www.twitter.com/casesg](http://www.twitter.com/casesg)

## ANNEX A – SAMPLE EMAIL

**From:** Matthew Chia - Case Agent <marcosalfaro@graciaproductora.com>  
**Sent:** Tuesday, 20 June 2023 8:44 pm  
**To:** [REDACTED]  
**Subject:** New Message: Ticket Update Pending for Your Case

Hey Mdm [REDACTED]

We are prepared to disburse [REDACTED] based on your previous ticket claim.



Your ticket reference is zoem13613.

To bring the process to a conclusion, please make use of our panel below to confirm these details.

