



**SINGAPORE
POLICE FORCE**
SAFEGUARDING EVERY DAY

POLICE NEWS RELEASE

POLICE ADVISORY ON FAKE BULK ORDER SCAMS TARGETING THE RENOVATION, F&B, RETAIL AND SERVICE INDUSTRIES

The Police would like to alert members of the public on the re-emergence of a fake bulk order scam variant. Recent cases saw the renovation, F&B, retail and service industries being targeted. Since 12 April 2024, at least 60 victims had fallen prey, with total losses amounting to at least \$831,000.

2 In this scam variant, scammers would pose as “customers” and contact renovation contractors, restaurants, or other businesses via call or WhatsApp message, under the pretext of making bulk orders or to make reservations. Scammers would typically request for additional items; or specific brand of items that the businesses typically do not stock, or in quantities that the retailers are unable to fulfil on short notice. The purported customer would then recommend a “supplier” for the victims to purchase from.

3 In some cases, scammers would pose as teachers from academic institutions in Singapore to contact renovation contractors for painting or plumbing jobs; contact retailers to purchase items such as bikes or tyres; or contact companies to engage photography services. Scammers may also contact restaurants or renovation contractors, posing as customers and make additional requests, such as for a specific paint brand to be used or order expensive off-menu items such as a specific brand of wine. They would then recommend a “supplier” to purchase these high value items from.

4 Scammers may provide screenshots of fake payment documentation to assure the victims that they had made part-payment of the bulk order in advance, which convinced the victims to make upfront payment for the orders placed with the

“supplier”. Victims would only realise that they had been scammed when they did not receive any payment from the “customer”, or when the “supplier” did not deliver the goods, or when both “customer” and “supplier” become uncontactable.

4 The Police would like to advise businesses to also adopt the following precautionary measures to avoid falling for scams:

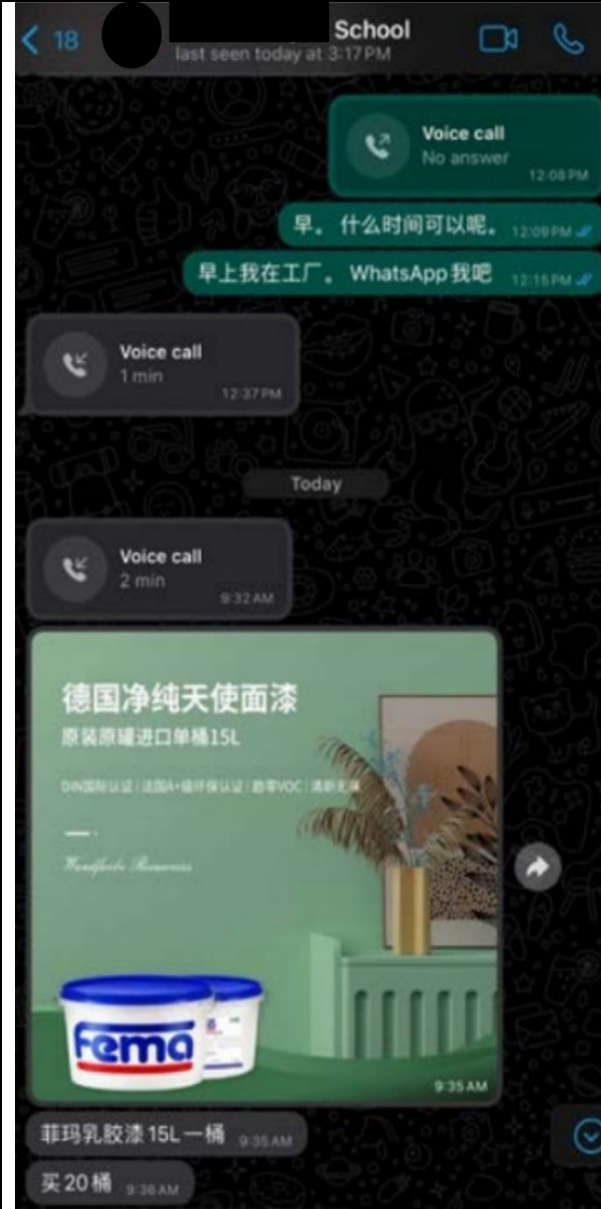
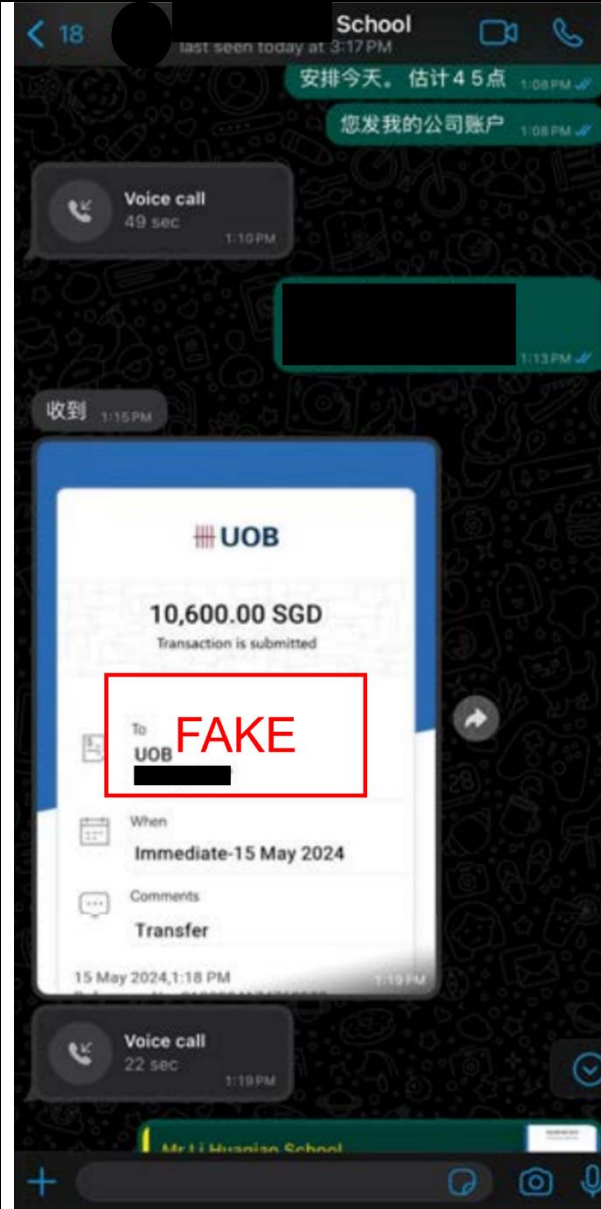
- a) **ADD** – A mandatory step in your business processes to independently verify the identity of the party that you are corresponding with. Avoid making payments or deposits in advance to new suppliers. Arrange to meet the supplier and pay only upon delivery of the goods.
- b) **CHECK** – For scam signs with official sources (e.g. ScamShield WhatsApp bot @ <https://go.gov.sg/scamshield-bot>, call the Anti-Scam Helpline on 1800-722-6688, or visit www.scamalert.sg). For reviews of suppliers to establish their legitimacy before committing to a purchase.
- c) **TELL** – Tell the authorities, family, and friends about scams. Report the scammers to WhatsApp, or the respective messaging app.

5 If you have any information relating to such crimes or if you are in doubt, please call the Police Hotline at 1800-255-0000, or submit it online at www.police.gov.sg/iwitness. All information will be kept strictly confidential. If you require urgent Police assistance, please dial ‘999’.

6 For more information on scams, members of the public can visit www.scamalert.sg or call the Anti-Scam Helpline at 1800-722-6688. Fighting scams is a community effort. Together, we can *ACT* Against Scams to safeguard our community!

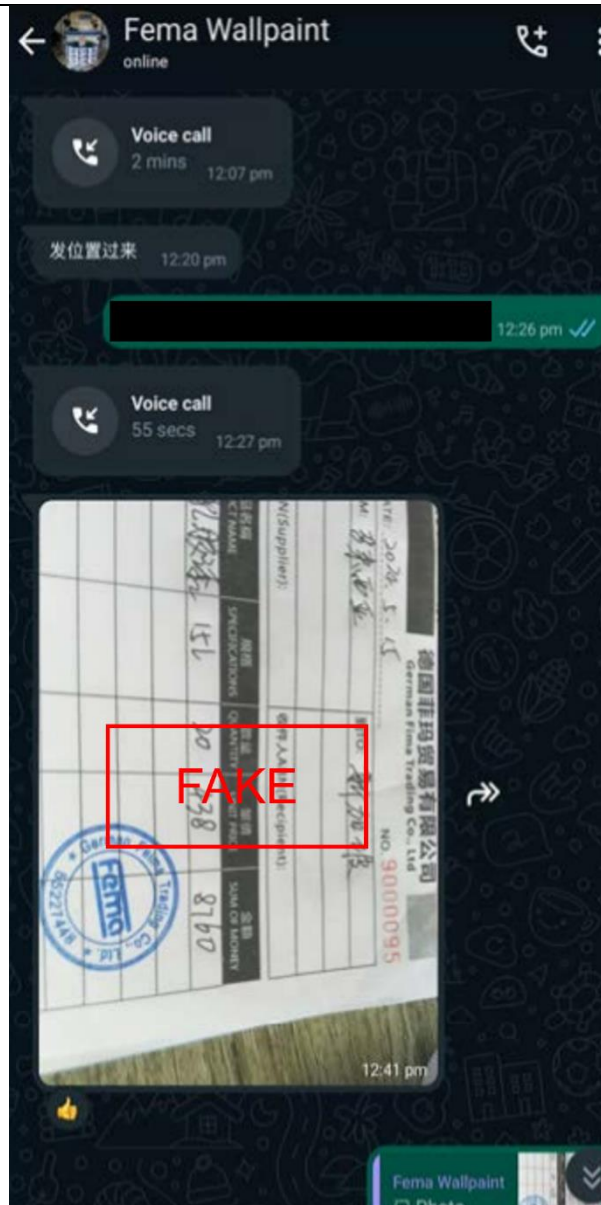
**PUBLIC AFFAIRS DEPARTMENT
SINGAPORE POLICE FORCE
26 JUNE 2024 @ 6.00PM**

Annex A

Conversation between “Customer” and Victim (Fake Renovation Job)	
Job Request	Fake bank transactions as proof of payment
 A screenshot of a WhatsApp chat conversation with a contact named 'School'. The chat shows several voice call attempts: 'Voice call No answer' at 12:08 PM, 'Voice call 49 sec' at 1:10 PM, 'Voice call 1 min' at 12:37 PM, and 'Voice call 2 min' at 9:32 AM. Text messages include '早。什么时间可以呢。' at 12:09 PM, '早上我在工厂。WhatsApp 我吧' at 12:15 PM, and a large image of a 'Fema' paint can at 9:35 AM. The chat status is 'last seen today at 3:17 PM'.	 A screenshot of a WhatsApp chat conversation with a contact named 'School'. The chat shows several voice call attempts: 'Voice call 49 sec' at 1:10 PM, 'Voice call 22 sec' at 1:19 PM, and a large image of a UOB bank transaction confirmation at 1:18 PM. The transaction confirmation shows a transfer of 10,600.00 SGD to 'UOB' (highlighted with a red box and the word 'FAKE' in red). The chat status is 'last seen today at 3:17 PM'.

Conversation between “Supplier” and Victim (Fake Renovation Job)

Fake invoice to request advance payment from victims



Conversation between "Customer" and Victim (Fake F&B Reservation)

Reservation Request



Request for specific brand of wine



Fake payment screenshot sent to victim

