



Ref no: CI/SPS/01/11

Community Involvement Division
Operations Department
Police Headquarters
New Phoenix Park
28, Irrawaddy Road
Singapore 329560

17 August 2011

Dear Sir/Madam,

CRIME ALERT: SOFTWARE PHONE SCAM

Police received several reports from victims who received calls from unknown persons claiming to be from the technical support sections of major software companies.

2 The callers would inform the victims that their computers were found to be experiencing problems and were in need of security or software updates. In most cases, the callers would ask the victims to download and install one or more software from the Internet. The victims were asked to provide the software user account identification codes and passwords to the caller. In some instances, victims received instructions from the callers to enter some commands into their computers.

3 Some victims observed that their computers were remotely controlled or files were deleted remotely after the instructions of the callers. The callers would then convince the victims to buy additional software by making online payments or by providing their credit card details.

4 Members of public are advised to adopt the following crime prevention measures:

- Ignore such calls. Do not follow the instructions of the callers to install any software into your computer or enter any commands; and
- Do not make any payment or divulge your credit card or bank account details to the callers.

5 Victims of scams should report the matter to the Police immediately.

6 More details of other scams and advisories can be found on the Singapore Police Force website at www.spf.gov.sg or the Commercial Affairs Department website at www.cad.gov.sg.

7 If you have any information related to this crime, do not hesitate to call the Police hotline at **1800-255 0000**, or dial '999' for urgent Police assistance.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'RD'.

**SUPT RAYMOND CHONG
ASSISTANT DIRECTOR
COMMUNITY INVOLVEMENT DIVISION
OPERATIONS DEPARTMENT
SINGAPORE POLICE FORCE**