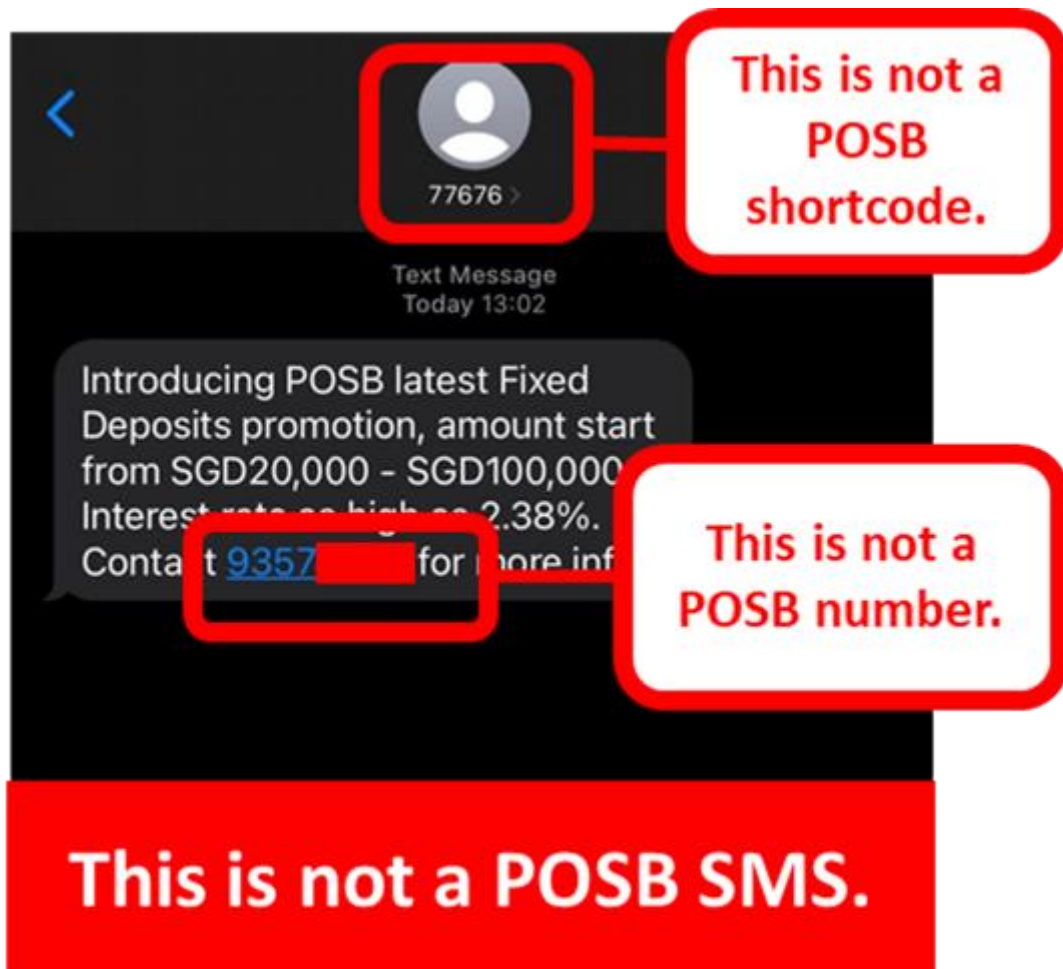


## SMS Phishing Alert

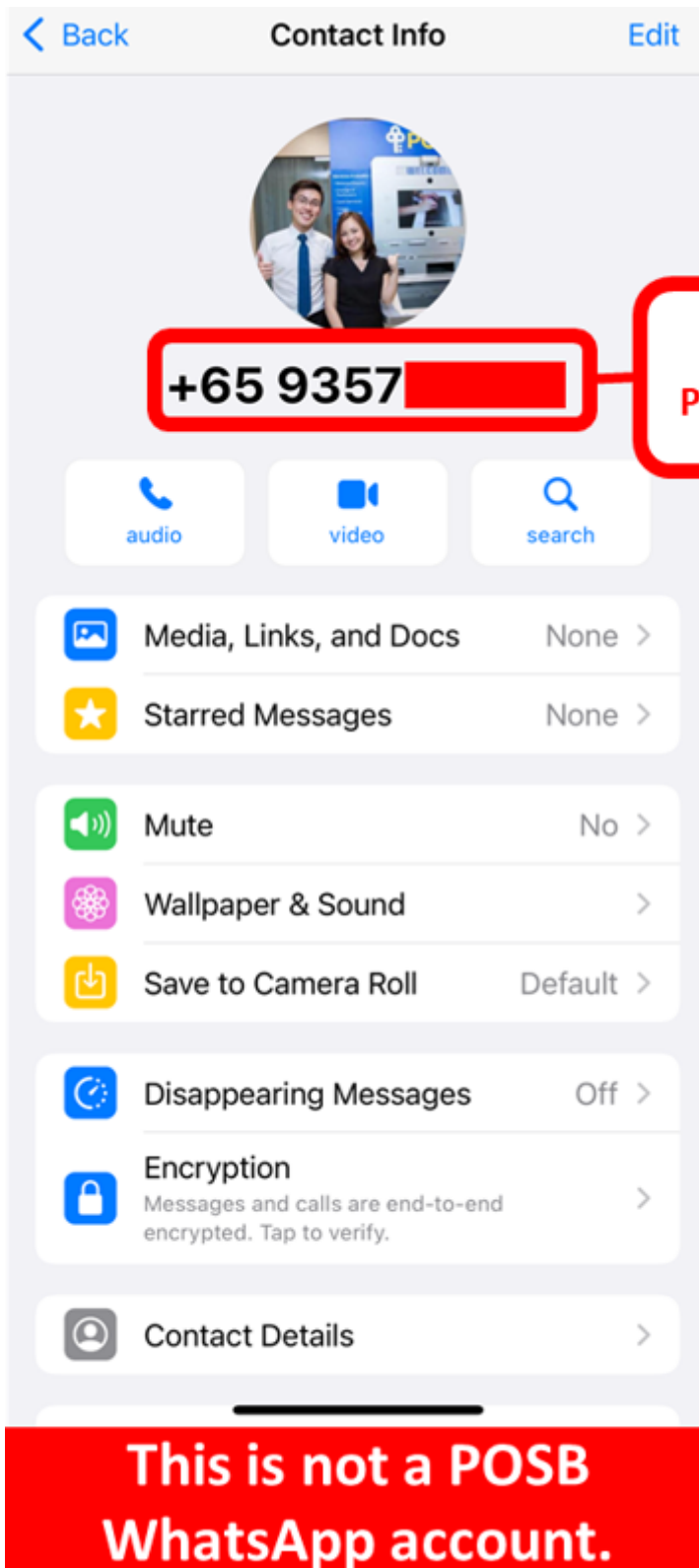
**Date:** 23 March 2022

**Description:** Scammers are actively targeting POSB customers through fraudulent SMS claiming to advertise POSB Fixed Deposits.

Targeted customers will receive an SMS from a generic account. These SMS claim to be advertising a POSB Fixed Deposits promotion with a high interest rate and ask the customer to contact a mobile number for more details.



Should a customer contact this number, the scammer may attempt to trick the customer into providing their sensitive information, banking details, credit card information and CVV, or conduct unwanted fund transfers.



**Customers are advised to be mindful of such scams.**

Customers are reminded to ensure they are on DBS's official website or use DBS's official mobile applications to conduct any DBS bank-related requests or call our

official hotline. Go directly to <https://www.dbs.com> to ensure that you are on our website or use the hotline numbers listed below.

- DBS will never ask you for your credit card details, CVV, SMS or email OTPs, or Digital Token approvals to verify or unlock your account.
- Do not call phone numbers, click on URL links, or scan QR codes in unsolicited emails, SMS, or other Messaging Application messages.
- Always verify the authenticity of the message with the official websites or sources.
- Never disclose your card numbers or OTPs to unverified sources. Bank staff and government officials will never request your card details, OTPs, or Digital Token Approvals through SMS, voice calls, or unofficial websites.

**Call us immediately at the hotlines below, message our chatbot, or visit our Quick Links for Self-Service page (if available in your country) if you suspect you're a victim of fraud or notice any unexpected banking or card transactions.**

**Singapore:** 1800-339-6963 or 6339-6963

**Singapore Quick Links for Self-Service:** <https://www.dbs.com.sg/personal/bank-with-ease/contact-us>

**China:** 400-820-8988

**Hong Kong:** 2290 8888

**Hong Kong Quick Links for Self-Service:** <https://www.dbs.com.hk/personal/contact-us.page>

**India:** 1-860-210-3456

**Indonesia:** 0804 1500 327

**Taiwan:** (02) 6612 9889 / 0800 808 889

### **Scamshield Feature - For Singaporean customers**

ScamShield is an initiative by the Singapore Police Force and the National Crime Prevention Council. Singaporean customers may find more information on ScamShield at <https://www.scamshield.org.sg/>.



**Block scam calls** – ScamShield compares an incoming call against a list maintained by the Singapore Police Force to determine if the number has been used for illegal purposes and blocks it.

**Filter scam SMSes** – When you receive an SMS from an unknown contact, ScamShield will determine if the SMS is a scam using an on-device algorithm, and filter the messages to a junk SMS folder. Scam SMSes will be sent to NCPC and SPF for collation to keep app updated and help protect others from such scam calls and messages.

**Report scam messages** – You can also report scam messages from other chat apps such as WhatsApp, Wechat, IMO, Viber, etc. You can forward the messages via ScamShield's in-app reporting function.