

Before You Trust, Verify.

Protect Yourself From Deepfake Scams

Recent scam cases have emerged involving the impersonation of financial institution (FI) executives and Central Bank officials using deepfake technology and fake emails or messages. These scams have been reported in Singapore and recently in Malaysia.

Here’s how they typically work

Deepfakes are fake videos or voices created using AI to look and sound real. Scammers use them to impersonate someone you trust and trick you into sending money or sharing personal information.



Impersonation

Scammers impersonate senior FI executives via WhatsApp or other messaging apps.



Fake Invitations

Victims are invited to join fake video calls about investment opportunities where familiar voices or faces are mimicked to build trust.



Manipulation

Fraudsters use manipulated videos or emails to convince victims into transferring corporate funds under false pretenses.



Tactics

Scammers use pressure tactics, such as urgency, secrecy or authority language, to rush decision-making.



What You Can Do to Stay Safe

Stay alert and protect yourself from deepfake impersonation scams. If something feels off, don’t take the risk - verify first. When in doubt, reach out to our customer service for confirmation. Let’s stay vigilant and look out for one another.



Verify Communication

Verify any unexpected or urgent communication from senior executives or regulators. Always confirm through official channels before acting.



Exercise Caution

Be cautious of video calls or messages involving financial transactions from unfamiliar numbers or email addresses.



Validate Requests

Never act on instructions involving fund transfers or solely based on a call or message unless you have validated the identity of the requester.



Strengthen Email Security

Implement stronger email authentication and security controls, to help prevent spoofing and phishing attempts.



Report Suspicious Activity

Report suspicious activity immediately to our team or the relevant authorities.



This content provides a simplified overview for general understanding for your attention and commitment to security. If you have any questions or need further assistance, please do not hesitate to contact the support team. Let’s work hand in hand to stay safe and secure.

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