



Headline: Shopping scams trap you with fake websites
Publication/Portal: New Straits Times
Date: 5 December 2019

Language: English
Section: Letters
Page: 18

SAFEGUARDS

Shopping scams trap you with fake websites

SCAMMERS are armed with sophisticated methods and schemes.

Besides being tech savvy, scammers are looking for new means and ways to acquire victims' details.

Scammers' victims range from actresses, reporters and professionals to pensioners and the amount scammed is astounding.

Thousands get trapped in scams and do not complain due to their fear of being hauled up by the authorities for crimes they may or may not have committed or due to their greed.

Commercial Crimes Investigation Department director Commissioner Datuk Seri Mohd Zakaria said an average of RM2 billion is lost yearly to scams.

He said that until the middle of this year, 5,123 cases had been lodged.

One reason, he said, was due to the leak of personal data.

The onus is on consumers to safeguard their identities.

They must not reveal their details to anyone.

Posting identity card numbers, vehicle numbers, sharing their location or family birthday parties on social media are dangerous.

We at the National Consumer Complaints Centre receive many



Police detaining foreign scammers recently. FILE PIC

complaints on scams.

When it involves the Macau scam, love scam, job scam and scams involving banking matters, we will direct consumers to lodge a report.

Last year, the centre received 10,615 cases of online shopping scams.

Most of the cases were on fake websites.

They create websites with graphics and illustrations.

Consumers can be cheated into buying from these websites as

they look like authentic online retail stores.

Consumers are advised to check with the Companies Commission of Malaysia and verify through its website if the retailer is registered with SSM.

Consumers can also check the portal of the Commercial Crime Investigation Department to verify if the retailer's bank account is authentic and no report has been lodged against the account holder.

The onus is on consumers to

check and verify websites' details.

Consumers can browse this website at <http://ccid.rmp.gov.my/semakmule> to get the retailer's bank account.

Similarly, 2793 per cent of 4,411 consumers were scammed by travel and leisure agencies.

These fly-by-night agents and agencies raked in thousands of ringgit due to consumers' ignorance and naivety.

The authorities have taken measures to prevent consumers

from being duped but many fall prey to these crafty people.

Consumers must take precautions.

For example, law enforcement authorities will not call consumers about outstanding summonses.

It would be better for people to check with the authorities if they have outstanding summonses.

S. BASKARAN

Senior manager, National Consumer Complaints Centre