

How to Report Fraud and Scam Transaction

Message/Announcement

If you suspect you have been scammed or encountered unusual/fraudulent activities, please report to dispute_line@my.smbc.co.jp. To facilitate the investigation at our end, please provide the information as stated below:

- a) Your Name
- b) Your NRIC or passport number
- c) Affected account name and number
- d) Date of the disputed transaction
- e) Amount of the disputed transaction
- f) Reason you believe that it is a disputed transaction.

Alternatively, you may call the National Scam Response Centre (NSRC) at 997 (8am – 8pm daily).