

Dear Valued Customers,

Your well-being matters to us. SMS phishing scams have been conducted by fraudsters targeting customers of financial institutions (FI). Fraudsters masquerading as the FI, have been sending fraudulent SMS messages to some of the FI's customers using an "alpha tag". This would result in the recipient perceiving the legitimacy of the message and increasing the likelihood of victims being tricked into accessing the malicious link.

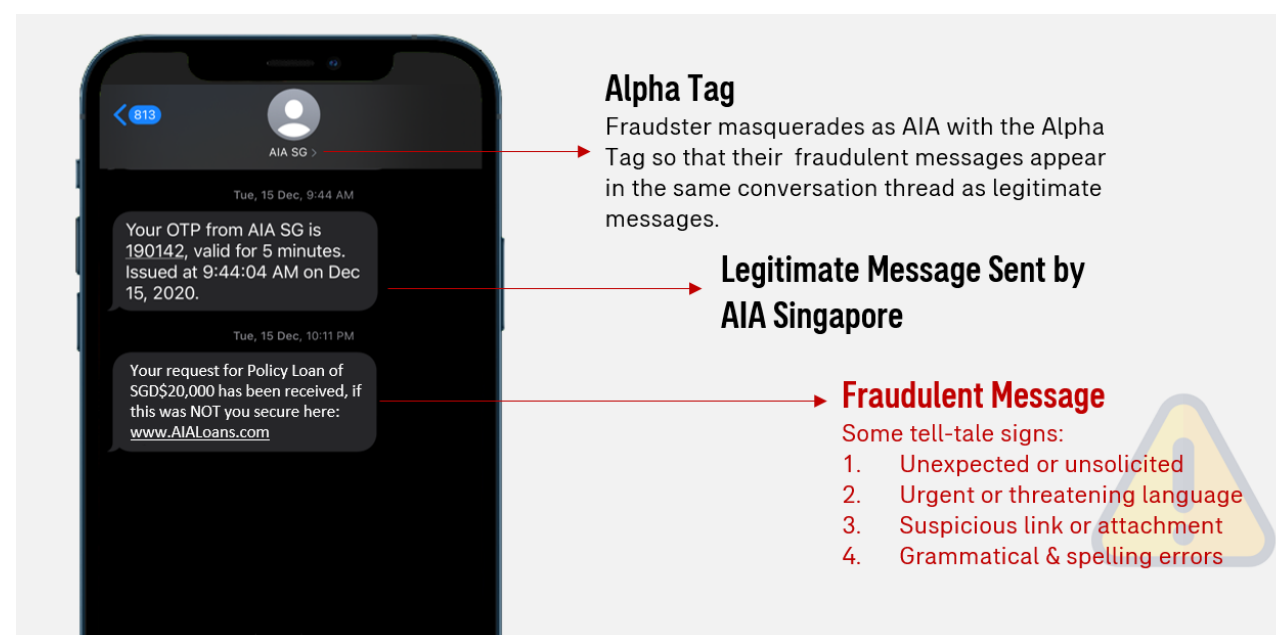
#### What is an Alpha Tag?

An Alpha Tag allows fraudsters to include a sender name rather than sending the message from an anonymous number. The spoofed SMS alpha tag would cause the victims' mobile phones to place both phishing and legitimate SMS messages from the FI in the same SMS conversation thread.

When the victim clicks on the link, he/she will be directed to a fraudulent website requesting for user credentials (i.e., username, password, One-Time Password). If the user credentials are provided, fraudsters would use these personal data to conduct fraudulent activities and perform unauthorised actions.

Safeguarding our customers' personal data is a top priority for AIA Singapore. We would like to share tips on how you can remain vigilant against SMS phishing attacks. Please exercise greater care when receiving unsolicited messages asking to click on links, download attachments and seeking for your personal data.

#### How to Recognise SMISHING



Fraudulent SMS messages using an "alpha tag" are not easy to identify. Here are some signs which include:

- Requests for confidential information
- Mismatched information
- Promise of attractive rewards
- Messages would often be portrayed in an unprofessional language or manner.

Whenever you receive an SMS claiming to be from AIA, please always stop, think and pay attention to the details of the URL to ensure that the link provided directs you to a valid AIA website. If you are not sure of the SMS message or URL, please do not hesitate to contact us to clarify.

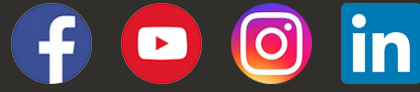


Contact us at 1800 248 8000 or (65) 6248 8000 from overseas, Mondays to Fridays between 8:45am and 5:30pm should you suspect any fraudulent transaction or unauthorised access to your account.

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