

Factsheet on the E-Commerce Marketplace Transaction Safety Ratings

1. The TSR comprises an overall rating and general consumer advisory that is refreshed annually, as well as marketplace-specific consumer advisories that are updated every six months.

(a) **Overall rating**. E-commerce marketplaces are assigned an overall rating, based on the extent to which they have in place the following critical anti-scam measures. E-commerce marketplaces with all the critical anti-scam measures in place and which have a demonstrated track record of safeguarding users from e-commerce scams, will be awarded the full four-ticks.

i. **User Authenticity**. E-commerce marketplaces will be evaluated on whether they put in place measures to verify sellers' identity and continuously monitor for inauthentic seller behaviour.

ii. **Transaction Safety**. E-commerce marketplaces will be evaluated on the availability of secure payment solutions within the e-commerce marketplace for transactions, and whether they maintain transaction records and user data.

iii. **Loss Remediation Experience for Consumers**. E-commerce marketplaces will be evaluated on the availability of dispute reporting and resolution mechanisms.

iv. **Effectiveness of Anti-Scam Efforts**. E-commerce marketplaces will be evaluated on the overall efficacy in safeguarding users from e-commerce scams, using the number of scam reports as a proxy.

(b) **Consumer advisory**. General advisories on how consumers may protect themselves when transacting online, as well as the features which keep e-commerce transactions safe, are published on the TSR microsite.

(c) **Marketplace-specific advisories**. These advisories are tailored to reflect the safety features that are deployed by individual e-commerce marketplaces.

2. An infographic summarising the TSR is shown below.

E-commerce Marketplace Transaction Safety Ratings (TSR)

The E-commerce Marketplace TSR show the extent to which platforms have anti-scam measures in place to combat e-commerce scams, taking into account the number of scam reports made on the platforms.



Overall Platform Rating


Platform	Rating
Amazon, Lazada, Qoo10	✓ ✓ ✓ ✓ *
Shopee	✓ ✓ ✓
Carousell	✓ ✓
Facebook	✓

* Platforms with all the critical anti-scam measures in place will be awarded four ticks.

Overview of Criteria Considered in Platform Rating

- ✓ Improving seller authenticity
- ✓ Improving transaction safety
- ✓ Enhancing loss remediation experience for consumers
- ✓ Effectiveness of anti-scam efforts

What Should You Do When Transacting Online?




✓ VERIFIED

Transact with sellers whose identities are verified by the marketplaces.




Utilise in-platform secure payment solutions, where available.



Check the reviews of the seller before making direct payment.



Report all unfulfilled transactions, disputes, suspicious listings and errant sellers promptly, via the marketplaces.



Protect yourself by keeping transactions within the platform.

