

**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.

### What you need to know

## E-commerce Marketplace Transaction Safety Ratings (TSR)



## What is the E-commerce Marketplace 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 in 2025

Platform	Rating
Amazon, Lazada, Shopee, TikTok Shop	✓ ✓ ✓ ✓ *
Carousell	✓ ✓
Facebook Marketplace	✓

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

### Overview Criteria Considered in Platform Rating

- ✓ Verification of seller identity
- ✓ Post-registration monitoring for inauthentic behaviour
- ✓ In-platform secure payment solution
- ✓ Maintenance of transaction records and user data
- ✓ Dispute reporting resolution mechanism
- ✓ Number of scam reports on platform



## What Should You Do When Transacting Online?

- ✓ Transact with sellers whose identities are verified by the marketplaces.
- ✓ Use 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.



E-commerce scams remain one of the **top scam types in Singapore**.

Remember to take these steps to stay safe when transacting online.

