

**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 where applicable.
- ✓ 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 and conversations with the seller 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.**

