

# E-commerce Marketplace Transaction Safety Ratings



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 Marketplace	✓

### Overview of Criteria Considered in Platform Rating

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

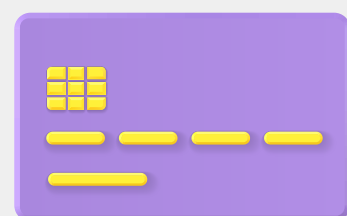
\* Platforms with all the critical anti-scam measures in place will be awarded four ticks.

## What Should You Do When Transacting Online?

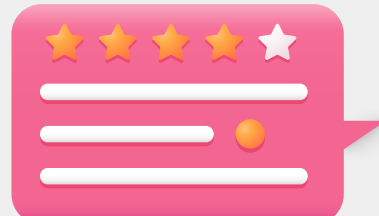


✓ VERIFIED

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.

