

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.