

ScamShield – AI-Powered National Scam Prevention Platform

Digital Inclusion · Good practice · Singapore

Quality score: 96/100

Evidence strength: Descriptive / self-reported

Summary

Singapore's ScamShield app and 24/7 helpline use an AI classifier to flag scam calls, texts and links; it has blacklisted over 120,000 scam entities since May 2022 and passed 900,000 downloads, part of a national effort that helped cut scam losses nearly 25% in 2025.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-15

GovTech Singapore (Open Government Products), with the Ministry of Home Affairs, Singapore Police Force & National Crime Prevention Council — accessed 2026-07-15

ScamShield – GovTech Singapore — accessed 2026-07-15

Netsweeper – How Singapore Built a National Scam Prevention Model — accessed 2026-07-15

Singapore Police Force – Scams and Cybercrime Fell by Almost a Quarter in 2025 — accessed 2026-07-15

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