

Don't call me, I'm on DNC

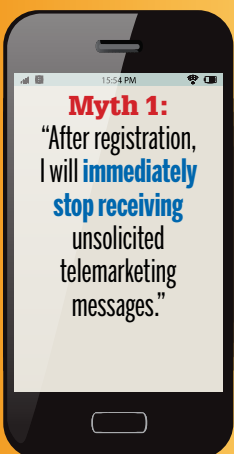
Read what the Do Not Call Registry can and cannot do for you



The national Do Not Call (DNC) Registry allows you to register your Singapore telephone number if you wish to opt out of receiving unsolicited telemarketing messages from organisations.

If your telephone number is on the DNC Registry, organisations are not allowed to send you telemarketing messages unless you have provided clear documented consent to receive messages to an organisation, or, if you have an ongoing relationship with the organisation.

MYTHS DEBUNKED

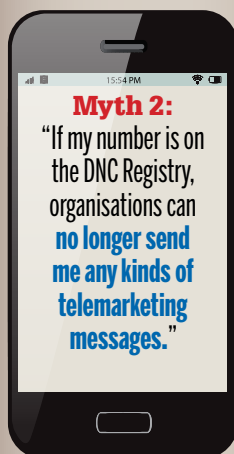


TRUTH:

Registration on the DNC Registry does not mean you will immediately stop receiving telemarketing messages.

Organisations that have checked the DNC Registry before

you registered can still use their list of results for up to 60 days if they did so before July 2, 2014 (and 30 days thereafter). Therefore, you may still receive telemarketing messages from them during this period.

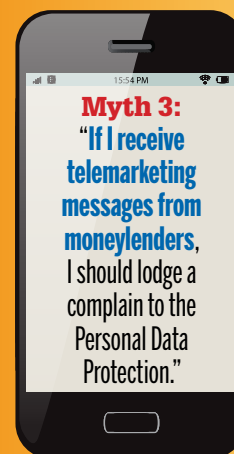


TRUTH:

Organisations may still send some telemarketing messages to you in certain specific situations.

For example, if you have given an organisation clear consent to

send you telemarketing messages or if you have an ongoing relationship with the organisations. Some messages are not considered telemarketing messages under the DNC requirements.



TRUTH:

Under the Moneylenders Act, licensed moneylenders are not allowed to advertise their services via SMS or voice calls. Report such moneylending SMSes or calls to:

- The Electronic Police Centre;
- The Crimestopper Portal;
- The National Crime Prevention Council's 'X Ah Long' Hotline at **1800-924-5664 (1800-X-AH-LONG)**; or
- The Insolvency and Public Trustee's Office at **ipto_enquiry@ipto.gov.sg**

Messages not considered telemarketing messages under the DNC Requirements include:

- Market research or market survey;
- Promotion of non-commercial programmes carried out by public agencies;
- Information about employment opportunities;
- Warranty information, product recall information, and safety or security information relating to a product you have purchased;
- Delivery of goods or services, including relevant product updates and upgrades;
- Business-to-business (B2B) marketing; and
- Nuisance calls which are non-commercial in nature.

For other Frequently Asked Questions, scan the QR code



If you continue to receive unsolicited telemarketing messages, you may lodge a complaint with the Personal Data Protection Commission (PDPC) for investigations and enforcement. The PDPC will not hesitate to take necessary action against organisations that do not comply.

For further details, visit www.pdpc.gov.sg.
To register your number with the DNC Registry, visit www.dnc.gov.sg.