



Do Not Call Registry

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.

MYTHS DEBUNKED

Myth 1:

"After registration, I will immediately stop receiving unsolicited telemarketing messages."

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 30 days. Therefore, you may still receive telemarketing messages from them during this period.

Myth 2:

"If my number is on the DNC Registry, organisations can no longer send me any types of telemarketing messages."

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.

Myth 3:

"If I receive telemarketing messages from moneylenders, I should lodge a complaint to the Personal Data Protection Commission."

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.

Visit www.dnc.gov.sg for more information.