



ADVISORY NO. 2021 - 07

SUBJECT : KEEPING TRANSACTIONS WITHIN E-COMMERCE PLATFORMS

This refers to reports and complaints regarding sellers from e-commerce platforms or online stores, where buyers are given an external means, such as Viber or Messenger, for contacting and transacting with the seller, wherein such store or seller can no longer be contacted once buyers have made partial or full payment for their ordered items. All the while, the ordered items remain undelivered.

The Cybersecurity Bureau hereby advises the general public to keep their transactions with online sellers within the e-commerce platforms or online stores for their safety. This is so as any issues or concerns regarding the online sellers may be brought up and addressed accordingly, something which will be difficult to do if the transaction was done outside of the e-commerce platforms or online stores.

For e-commerce platforms, the Cybersecurity Bureau would like to recommend the following measures in order to prevent any irregular activities in the platform:

1. Develop a security mechanism within the platform that can continuously detect when sellers input additional contact details, be it as a text or as an image, especially when the seller is providing assistance to its prospect customers.
2. Have regular reminders before finalizing every transaction stating the risks of fraud, as well as the inability of the platform to address incidents when the transaction is done outside of the platform.

Please be guided accordingly.