



Ninja Van Singapore Launches Online Course To Raise Awareness Of Cash-on-delivery Scam

Debut partnership with Aidha, an organisation that runs courses to empower foreign domestic workers and lower-income women



Singapore (21 September 2021) – To raise awareness on cash-on-delivery (COD) scams, local express logistics company [Ninja Van Singapore](#) is working with Aidha, an organisation that reaches out to domestic workers, to launch a series of educational workshops. The first one-hour session took place in August with 25 participants.

“As a last-mile logistics company, we are tasked to collect cash on behalf of our overseas shippers for COD parcels. We have seen customers falling prey to COD scams and are also helping them to recover their cash. This is why we want to actively educate consumers on COD scams, and how they can protect themselves. We would also like to take this opportunity to call out to other organisations to work with us together on this educational initiative,” Deputy COO Kenny Leow said.

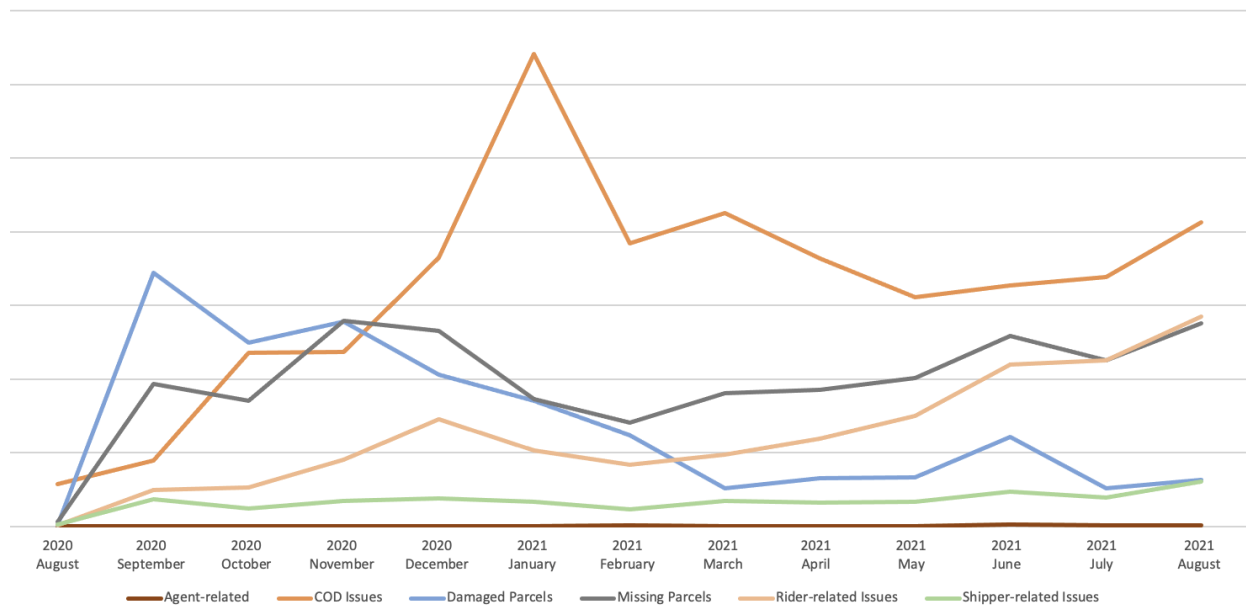


“We are happy to be the first partner to launch this educational workshop with Ninja Van. It is important for Aidha’s domestic worker students to be aware of COD scams so that they can avoid being defrauded,” said Paula Samtaney, Director of Campus Operations and Student Affairs. “We hope they can also alert their friends and families on how to spot a scam and what to do when they spot one.”

One of the workshop participants, Emelda Cariaga said: “I often shop online and have been scammed before by paying for a COD item that I did not buy. This is why I decided to sign up for this session, to understand what goes on behind-the-scenes of COD scams. The session was informative, and I will definitely be extra vigilant when I receive COD parcels.”

The Rise of COD Scams

The pandemic has accelerated the e-commerce scene. Starting from this year, marketplaces have been launching monthly “double-digit” shopping festivals, with the online sales events morphing into even larger shopping bonanzas.



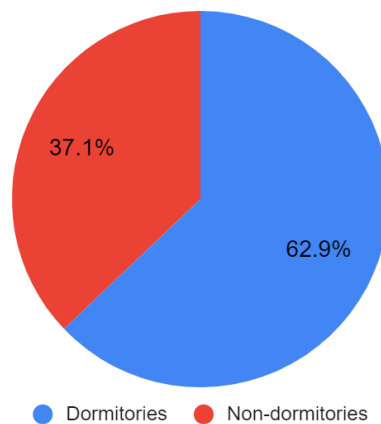
The volume of customer service enquiries from Aug 2020 - Aug 2021 shows a sharp spike in COD scam enquiries.



Assisting The More Vulnerable Groups Through Knowledge Sharing

Migrant workers and domestic helpers are two groups of consumers identified by Ninja Van to often opt for COD parcels. The normalised data shows that more than 60% of COD parcels are sent to migrant workers' dormitories, as compared to non-dormitory areas.

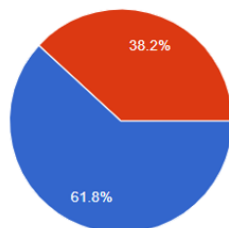
Percentage of COD Parcels



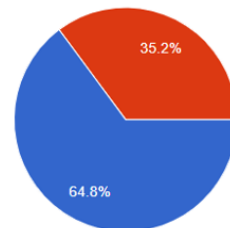
63% of the COD parcels are delivered to dormitory areas, as compared to 37% that are sent to non-dormitory areas.

To further support this hypothesis, Ninja Van has also conducted a survey with Aidha members prior to the workshop. The survey revealed that 62% will opt for COD while shopping online, yet 64% of this group are unaware of what COD scams are. This makes them more vulnerable to COD scams.

Have you opted for COD before when shopping online?



Are you aware of what cash-on-delivery (COD) scams are?





Future Plans

Moving forward, Ninja Van is planning to reach out to more organisations that work with migrant workers and domestic helpers to work with us on this educational initiative.

The company will also be working with the Singapore Police Force and the National Crime Prevention Council to create and cross share resources like flyers and social media content to raise awareness on online and COD scams.

Read Ninja Van Singapore's advisory on COD scams [here](#).