

## WSD urges public to be alert to fraudulent SMS message

The Water Supplies Department (WSD) today (November 20) alerted the public to a fraudulent SMS message purportedly issued by the department.

The WSD recently received enquiries from members of the public concerning an SMS message purportedly issued by the department. The message requested that recipients settle outstanding payments and click a link (<https://wsd.gov.com>), which is not a WSD website address. The department has reported the case to the Police.

The WSD clarified that it did not send the SMS message in question and will not direct customers to other websites with hyperlinks embedded in an SMS message. The WSD reminded that the department is registered in SMS Sender Registration Scheme by the Office of the Communications Authority. All SMS messages issued by the department will include the prefix "#" in the SMS Sender ID for easy identification by the public.

Anyone who has provided his or her personal information to the website concerned should contact the Police. For enquiries, please call the WSD's customer enquiry hotline at 2824 5000.