



National Simulated Scams Exercise: How Singapore's Safe Robocall Trial Works

Description

Singapore's National Simulated Scams Exercise gives members of the public a controlled way to experience scam tactics without the real financial risk. CSA's page says the NSSE is an opt-in exercise under Exercise SG Ready 2026, run with MHA to strengthen Digital Defence.

The pilot is conducted from 1 March to 31 August 2026. Participants can receive robocalls at any point during the six-month period, mimicking Government Official Impersonation Scam tactics, then learn practical steps to take when similar tactics appear in real life.

What Participants Receive

The exercise focuses on Government Official Impersonation Scams, a concern because such scams often use phone calls and official-sounding pressure. CSA's page says participants provide information necessary for the exercise during registration, then receive simulated calls in a safe and controlled environment.

The important distinction is that this is opt-in. It is meant to help people practise spotting scam behaviour, not to surprise the whole public with mystery calls. Participants are still advised to treat unexpected calls with caution and report potential scams through ScamShield or the Police channels named by CSA.

- Registration opened: 1 February 2026.
- Exercise period: 1 March to 31 August 2026.
- Format: simulated robocalls modelled on Government Official Impersonation Scam tactics.
- Purpose: experiential learning for scam awareness and Digital Defence.
- Enquiries listed by CSA: NSSE@csa.gov.sg.

Who Should Consider Joining

The exercise is useful for seniors, caregivers, front-line staff, community volunteers and anyone who wants a more realistic sense of how official impersonation pressure can sound. It may also help families start better conversations about what to do when a caller demands immediate action.

Use CSA's [National Simulated Scams Exercise](#) page and the [CSA-MHA press release](#) for official details. For more digital-life coverage, visit our [Technology](#) section.

- Good for: households, seniors, community groups and workplace awareness teams.
- Keep ScamShield and Police reporting routes handy.
- Discuss the exercise with family members before registering someone vulnerable.

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