**Financial Education Animated Video Series**

**"Online Shopping Safety"**

**Transcript**

Hello everyone, today we are here to talk about online shopping safety.

Before we begin, let me tell you a story.

Ling enjoys shopping, because of the wide variety of products available on the Internet, she prefers online shopping over going to physical stores.

One day, Ling found an online shopping agent selling an item at a much cheaper price compared to other similar products in the same category.

To save money, Ling bought a handbag from the agent at a low price.

How can it be so much cheaper? And while stocks last? Buy it!

Hello, how can I help you?

I would like to buy the handbag.

Our shop sincerely assist your purchase.

We only accept payment through direct bank transfer.

After the transfer of funds, our shop will send goods to you as soon as possible.

Please transfer the payment to the account number 12345678.

I have transferred the money already. Please send me the goods as soon as possible in the next few days.

No problem

Ling consulted the seller, who replied that he only accepts payment through direct bank transfer.

Ling trusted the seller and transferred the money directly to the seller, then she looked forward to the delivery of her new handbag.

Ling waited for a few days and still did not receive any message from the seller.

Ling wanted to send a message to remind the seller, but she found that she had been blocked by the seller.

Has the product been shipped yet?

Hello?

Are you there?

Hi?

Ling called the seller, but found that the number was not available.

The number you have dialed is not available, please check and dial again.

Ling sought help from the customer service center of the shopping website and explained her situation to the staff, hoping to recover the money she had been scammed.

However, the staff expressed they could not assist in the matter.

I'm sorry, but this transaction did not take place on our platform, so it is not covered by our transaction protection.

Therefore, we are unable to help you recover the funds.

At the end, Ling couldn't get back the money she had paid by any means. She regretted it very much.

Nowadays, many people are like Ling.

They have been cheated when shopping online and suffered financial or other losses.

The following will introduce four security risks of online shopping, namely...

Money Loss

Sellers may request buyers to transfer money privately, or to confirm receipt of goods on the platform before goods were delivered.

However, if you paid privately without the protection provided by the shopping platform, you may not be able to get your money back, resulting in money loss.

Personal Privacy Leakage

Sellers may use shipping or other reasons to ask buyers for personal information

For example, identity card number bank account password, etc. and that information may be used by criminals.

Computer Virus

There are fake replica websites containing Trojan horse virus or phishing websites all over the Internet.

Accidental access will cause the computer to be automatically implanted with Trojan horse virus, which will be controlled by criminals and your computer information will be stolen.

Nuisance

Buyers may receive phone calls from unknown persons if they do not tear off the delivery note with their phone numbers on it after receiving the delivery.

No need to panic, however. I will introduce you to points to note in online shopping.

Points to note in online shopping

Choose shopping websites carefully avoid phishing websites which look like another shopping website, and choose reputable shopping websites that are legally registered and operated.

Online shopping

Don't be greedy.

Choose official certified channels or flagship stores to buy products.

Review product prices, country of origin, craftsmanship, and other information carefully.

During transactions

Conduct transactions through third party platforms to ensure financial security.

Do not make off-platform transfer to avoid losing third party platform protection.

Keep records of conversations, orders, mobile phone text messages, etc. with the seller, so that they can be used as evidence in case of disputes.

Receipt of goods

Pay only upon delivery or check the goods before confirming receipt.

After receiving the goods, tear off or blacken the delivery note to avoid disclosing personal information.

Everyone needs to be very cautious when shopping online.

If you fall victim to a scam, seek help from others and protect your rights and interests through proper and reasonable means.

The cyber world is not a place without control of the law, everyone must learn to avoid being deceived and protect their own rights and interests!

That’s all about online shopping safety.

I hope you now have a better understanding of this topic.

Thank you for watching