

Circular No.: 01/2023/Amicus

26 Dec 2023

All users of Amicus Singapore online platforms

Dear User

Enhanced security measures to be implemented with effect from 28 Dec 2023

On 25 Nov 2023, Amicus received a tip-off that a SIAPPA V2 user account had been compromised at the end of the previous month and subsequently used to send a total of three fraudulent SMSes.

The user account was suspended immediately. No other user accounts were found to be breached, and no data stored within SIAPPA has been compromised.

As a result of this incident, Amicus is introducing two-factor authentication (2FA) via SMS to enhance your account security across all our platforms.

From 28 Dec 2023, upon successfully entering your username and password at login, an SMS containing a 6-digit one-time password (OTP) will be sent to your registered mobile number. The OTP must be entered within 180 seconds to complete the login process.

We have previously informed all SIAPPA V2 users to change their passwords on 26 Nov 2023. All users, regardless of platform, should also update their passwords as a pre-emptive security measure. For tips on how to create a strong password, [click here](#).

Please note that you should not share your login credentials with anyone else.

Further security-related enhancements will be communicated to you as they come online.

Thank you.

Yours faithfully

Queek Jiayu
Head, Communications
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We hope that this circular has been written in a way that is clear to you. If you have any queries, please feel free to reach out to us at support_team@amicusdata.com.sg.