



HSA REMOVES OVER 1,200 ONLINE LISTINGS OF ILLEGAL HEALTH PRODUCTS DURING GLOBAL ENFORCEMENT OPERATION

The Health Sciences Authority (HSA) has removed 1,288 illegal health product listings from local e-commerce and social media platforms during Operation Pangea XVII held from 16 December 2024 to 16 May 2025. This global Internet-based enforcement action, coordinated by INTERPOL to combat pharmaceutical crime, saw participation from 90 countries. The top three categories of illegal health product listings detected and removed consisted of:

- (a) medicines for skin and hair conditions (37%),
- (b) antibiotic, antifungal, and antiviral creams/tablets/capsules (15%), and
- (c) unregistered contact lenses (13%).

HSA issued warnings to 732 sellers, including an 18-year-old girl who was caught promoting and selling unregistered contact lenses via Telegram.

2 Other illegal health products that were detected by HSA and swiftly removed from online platforms included:

- Diagnostic/health screening and personal care medical devices, such as blood pressure monitors, glucose monitors, nasal aspirators and nebulisers (8%),
- Analgesic/painkillers/muscle relaxants (6%),
- Illegal aesthetic enhancement products such as dermal fillers and Botulinum toxin (0.4%).

Please refer to **Annex A** for examples of product listings that were taken down by HSA.

Prescription medicines formed half the total number of products listings detected online

3 Of the 1,288 illegal products listings removed, 644 were prescription medicines. These medicines included acne creams, hair loss medicines and antibiotic, antifungal, and antiviral tablets and capsules to treat infections. These products are often sought by consumers who self-medicate. However, consumers who buy these medicines online are risking their health as prescription medicines contain potent ingredients and should only be used under proper medical supervision. These medicines have not been evaluated by HSA to be safe, effective and of good quality. The unsupervised use of antibiotics and antifungal medicines can cause adverse reactions and mask serious underlying conditions requiring medical diagnosis; they can also lead to antimicrobial resistance.

Blocking access to unregistered contact lenses sold online

4 HSA also detected and took down 171 product listings selling unregistered contact lenses on local e-commerce and social media platforms. Sixteen overseas-based websites that were selling such contact lenses to consumers in Singapore were blocked. These unregistered contact lenses which are marketed to consumers at attractive prices, have not been evaluated by HSA for safety and quality. By bypassing regulatory oversight, there is a risk that they could cause serious complications such as eye infections, corneal ulcers, and potential vision impairment, especially since they are worn directly on the eye surface.

18-year-old caught for selling unregistered contact lenses via Telegram

5 In March 2025, HSA caught an 18-year-old female for advertising contact lenses for sale on Telegram, an online chat application. She had promoted on Telegram that these products were available for purchase at her rented booth in a shopping mall in the east. During a joint inspection with the Ministry of Health (MOH) at the booth, HSA and MOH seized a total of 280 contact lenses (powered and non-powered). HSA's investigations revealed that the seller had purchased 500 such lenses from an overseas website for purpose of sale. The seller made a profit by selling each pair of contact lenses at \$12, which was double her purchase price of \$6 per pair.

HSA has taken enforcement action against her for the above infringements. The seller is also being investigated by MOH, and will be dealt with separately.

Continued surveillance and enforcement online and at the borders

6 To protect public health, HSA conducts continuous monitoring of local e-commerce and social media platforms throughout the year. Working in partnership with these platform administrators, HSA ensures robust pre-emptive screening measures are in place to prevent illegal health product listings and educate sellers on regulatory requirements.

7 HSA also collaborates extensively with local enforcement agencies to prevent illegal health products from entering Singapore at the borders. The authority also maintains strong international partnerships through INTERPOL and overseas regulatory authorities, enabling coordinated actions against the global trade of illegal health products.

Consumer advisory

8 For contact lenses, consumers should note that:

- Contact lenses are medical devices that must be registered with HSA to ensure that they meet the required standards of safety, performance and quality. It is illegal to sell contact lenses online.
- Proper eye examination and contact lens fitting by registered optometrists or contact lens practising opticians are essential before using contact lenses.
- Consult your optometrist or contact lens practising optician if you experience any adverse effect from using their contact lenses.

From 2024 to June 2025, HSA received 7 reports of users who experienced adverse eye reactions after using contact lenses. These included redness, conjunctivitis, eye infections, corneal ulceration and blurred vision. Most of the affected consumers required medical treatment with antibiotics. The actual number of affected users may be higher as some consumers might not have sought medical treatment, resulting in unreported cases.

9 Consumers are strongly encouraged to be vigilant and A-L-E-R-T when purchasing and consuming health products:

- **AVOID** Dubious Products: Steer clear of products from unknown or unverified sources, especially online. You cannot be certain where and how these products were made and whether they have been adulterated with harmful ingredients.
- **LOOK** for Reputable Sellers: Only purchase from trusted pharmacies or well-known retailers with an established presence in Singapore.
- **EXAMINE** Claims: Be cautious and wary of products that claim to have miraculous results or “no side effects”.
- **REPORT** Suspicious Products: Help protect others by reporting dangerous or dubious products to HSA at Tel: 68663485 or email: hsa_is@hsa.gov.sg.
- **TRUST** Medical Advice: Seek advice from a healthcare professional and avoid self-medicating with unknown products.

Advisory to sellers and suppliers

10 It is illegal to sell prescription medicines, medical devices that are either unregistered or intended for professional use only, and adulterated health products on local e-commerce platforms. HSA takes a serious view against those engaged in the illegal sale and supply of these products and will take strong enforcement action against such persons. Anyone who supplies such health products is liable to prosecution and if convicted, may be imprisoned for up to 3 years and/or fined up to \$100,000.

11 All importers and wholesalers of contact lenses with refractive power must be licensed by HSA and certified to comply with Good Distribution Practice in order to sell these products. Anyone caught importing or supplying unregistered contact lenses can be fined up to \$100,000 and/or jailed for up to three years under the Health Products Act.

12 The Optometrists and Opticians Board under MOH requires all contact lenses (both powered and non-powered) to be prescribed and dispensed only by registered optometrists or contact lens practising opticians. Under the Optometrists and Opticians

Act, unqualified persons who prescribe, supply, prepare, or dispense contact lenses face up to \$25,000 fine and/or six months' imprisonment for the first offence, and up to \$50,000 fine and/or 12 months' imprisonment for the subsequent offences.

13 Members of the public who encounter illegal, fake or other suspicious health products are encouraged to contact the Enforcement Branch of HSA at Tel: 68663485 or email: hsa_is@hsa.gov.sg.

HEALTH SCIENCES AUTHORITY

SINGAPORE

26 JUNE 2025

About the Health Sciences Authority (HSA)

The Health Sciences Authority (HSA) applies medical, pharmaceutical and scientific expertise through its three professional groups, Health Products Regulation, Blood Services and Applied Sciences, to protect and advance national health and safety. HSA is a multidisciplinary authority. It serves as the national regulator for health products, ensuring they are wisely regulated to meet standards of safety, quality and efficacy. As the national blood service, it is responsible for providing a safe and adequate blood supply. It also applies specialised scientific, forensic, investigative and analytical capabilities in serving the administration of justice. For more details, visit <http://www.hsa.gov.sg/>.


For more updates on public health and safety matters, follow us on social media: [LinkedIn](#), [Instagram](#), [X](#) and [YouTube](#).

About HSA's Health Products Regulation Group

The Health Products Regulation Group (HPRG) of HSA ensures that medicines, innovative therapeutics, medical devices and health-related products are wisely regulated and meet appropriate safety, quality and efficacy standards. It contributes to the development of biomedical sciences in Singapore by administering a robust, scientific and responsive regulatory framework.

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Examples of illegal listings of health products removed by HSA



life.love. LION PAIR ACNE
ペアアクネ

14g Acne cream
24g Acne Cream
Face Wash

LION (JAPAN) PAIR - Acne Cream/Acne Creamy Foam / 14g expired . 26/ 24g Expired Mar 26

4.9 ★★★★★ 1.5k Ratings 5.4k Sold

~~\$12.90~~ **\$12.85** 1% OFF

Return 🔴 15-Day Returns No Questions Asked* ⓘ

Bundle Deals Any 2 enjoy 10% off

Shipping **FREE SHIPPING** Free shipping
Free shipping for orders over \$15.00

🚚 Shipping Fee \$0.00 - \$2.99 ✓

Lion PAIR

Acne Cream 14g

Acne Cream 24g






Acne Creamy foam 80g

Quantity

−
1
+

 75 pieces available

FREE SHIPPING VOUCHERS + CASHBACK VOUCHERS e Cream Line



祛痘无痕 维A酸霜

☑减少油脂
☑祛痘黑头
☑闭口粉刺

寻常痤疮·鸡皮·痘印
温和祛痘淡印

正品 保证

SXCS Tretinoin Cream 维A酸霜保湿滋润淡化痘印
去黑头去粉刺闭口暗疮尿素乳膏 Moisturizing and
Nourishing Smallpox Diluting Blackhead
Removing Acne Removing Closed Mouth Acne
Urea Cream

★★★★★ Ratings: 2

Brand: No Brand | More Skin Care from No Brand

\$6.95
~~\$13.00~~ -50%

Variation **低敏抗皱嫩肤霜**









Convatec Duoderm Hydroactive Sterile Gel 15G [EXP 3/25]

★★★★★ Ratings 4



Brand: Duoderm | [More Medical Supplies from Duoderm](#)

Free Shipping

\$4.00

Promotions

Min. spend \$89 ▾

Quantity

— 1 +



Buy Now

Add to Cart



Buyer Protection

Kirkland minoxidil 5%

\$520

🕒 \$53.40, 3-5 days after seller ships your order

🔥 4 people also want this!

Details

Condition
Brand new ①

Listed
2 days ago by

Type
Treatment / Mask

Category
In [Hair](#)

Description

brand new unused. I've decided not to use it.
brand new 60ml. 2 bottles only.
expiry date 2026.
comes with free brand new dropper....



Children's nose aspirator. nasal aspirator

No Ratings Yet | 0 Sold

\$9.27

Shipping

Guaranteed to get by 12 Apr - 14 Apr >
Get a \$1.50 voucher if your order arrives late.

Shopping Guarantee

15-Day Free Returns · Damage Protection ▾

Quantity

1 500 pieces available

Add To Cart

Buy Now



One-year contact es 2024 新款不伤眼抗疲劳爆款 14.0 Small Diameter

No Ratings

Brand: No Brand | More Eyewear from No Brand

\$27.88

\$34.00 -18%

Frame Color Gel Jelly(Low Saturation) 14.5 (Optional2Vice)



Sale of unregistered contact lenses at a booth in a mall

