HSA REMOVED MORE THAN 1,700 LISTINGS OF HEALTH PRODUCTS MAKING FRAUDULENT COVID-19 RELATED CLAIMS; WARNINGS ISSUED TO OVER 1,600 INDIVIDUAL SELLERS AND COMPANIES

The Health Sciences Authority (HSA) has intensified surveillance on local e-commerce platforms and retail shops to clamp down on health products with false and misleading claims that purport to prevent, treat or diagnose COVID-19. Since February 2020, more than 1,700 product listings have been removed for making fraudulent COVID-19 claims, and over 1,600 warning letters have been issued to the sellers and companies marketing such products.

The products detected include test kits for home use, health supplements, herbs, traditional medicines and hand sanitisers. Please refer to Annex A for the online listings of some of these products.

ILLEGAL SALE OF TEST KITS FOR HOME USE

To date, HSA has detected and removed more than 40 listings of COVID-19 test kits for sale on local e-commerce platforms with the cooperation of Carousell, Lazada, Shopee, Ebay and Facebook etc. The sellers of these test kits have made fraudulent claims such as “positive results may be visible (in) as soon as 2 minutes”, “95% Accuracy and Results within 10 minutes” or “diagnose COVID-19 within 10 minutes”. These test kits were sold at $10 - $290. From HSA’s investigation, none of the sellers had the physical stocks with them and would only import them from overseas upon receiving the orders.

HSA has not approved any COVID-19 test kits for home use. These test kits are not validated by the authority and have inherent design and technology limitations that may result in incorrect or misleading findings.

Currently, testing for COVID-19 in Singapore can only be done by clinical laboratories or medical professionals in clinics and hospitals to ensure an accurate test result and diagnosis. Consumers who feel unwell should seek medical advice. Self-directed use of such unapproved test kits by consumers can lead to a false sense
of security and risk the spreading of COVID-19 unknowingly due to false negative readings, or result in delay in seeking appropriate treatment.

HEALTH PRODUCTS WITH FALSE AND MISLEADING CLAIMS

6 Many sellers and companies (such as Chinese medical halls, health supplement retailers and multi-level marketing companies) have also advertised an array of products as being able to prevent or fight against COVID-19. HSA has detected and removed over a hundred such online listings and warned these sellers and companies. The products included health supplements, traditional medicines, herbal remedies and probiotics. Health supplements such as “red ginseng” and “Hawaiian spirulina” sold online were promoted as being “good for coronavirus”, and herbal fragrance pouches sold at a TCM clinic were marketed to help “protect from the coronavirus”. Other products had claims such as “prevent COVID-19 with this immune system booster” and “use Vit C for the prevention of COVID-19”.

7 Most of these products are meant for general health and wellness. There is no scientific evidence that any of these products can prevent or treat COVID-19. These fraudulent claims give a false impression that one may be well-protected or immune from the dangers of the ongoing pandemic.

MISLEADING CLAIMS FOR SANITISERS AND DISINFECTANT SPRAYS FOR HANDS/BODY

8 Misleading claims have also been made on hand and body sanitisers. HSA has issued more than 650 warning letters to sellers and companies, which made false or misleading claims in their advertisements. The claims included “protects against Coronavirus”, “kill viruses including coronavirus” and “stops coronavirus”. Consumers are advised that washing your hands regularly with soap and water is still the best way in reducing the spread of germs such as bacteria and viruses. Hand sanitisers can be used when soap and water are not available, but they may not eliminate all types of germs and may not work well if hands are visibly dirty.

HSA’S ADVISORY

9 “Consumers should be aware that there are no HSA approved home-based test kits; no health supplements or herbal remedies, and no consumer devices approved for COVID-19 diagnosis or treatment. Do not fall for the marketing gimmicks of sellers and retailers,” said Associate Professor Chan Cheng Leng, Group Director of the
Health Products Regulation Group, HSA. “Not only do consumers waste money on these unproven remedies, they may put themselves and people around them at unnecessary risk due to the false sense of security.”

10 Dr Leong Hoe Nam, infectious disease specialist at Mount Elizabeth Hospital and member of the Medicines Advisory Committee, added: “It is unfortunate that many unscrupulous dealers preyed on the fears of public, offering these unproven tests and treatment regimens and even oversell their sanitisers. This is not only falsely misleading, it is ethically wrong. The public should be wary of these gimmicks. The more impossible the claims are, the more likely it is a dud. Don't fall prey, don't be a victim. Fact check and stay safe.”

ALERT HSA TO SUSPICIOUS PRODUCTS

11 HSA will continue to actively monitor the market and take stern actions against sellers and companies that make false and misleading claims on their health products. We also encourage consumers to be vigilant and report any suspicious sale or advertising of health products with COVID-19 related claims to HSA, through email at hsa_is@hsa.gov.sg or by phone at 6866 3485 for our further action.

ADVISORY TO SELLERS AND SUPPLIERS

12 HSA reminds dealers and sellers not to make false or misleading claims that the products they are selling can prevent, protect against or treat diseases such as COVID-19.

13 Any claim made in relation to COVID-19 must be supported by the appropriate scientific evidence. A product that makes such a claim must first be evaluated and registered by HSA. Sellers who falsely advertise products as preventing or treating COVID-19 are liable to prosecution and if convicted, may be imprisoned for up to 12 months and/or fined up to $20,000.

14 HSA reminds those who intend to deal in medicines or health products over the Internet to first check and familiarise themselves with any regulatory requirements or controls that may be applicable to them, so as to avoid inadvertently contravening the law in Singapore.

HEALTH SCIENCES AUTHORITY
SINGAPORE
6 MAY 2020
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 Twitter at www.twitter.com/HSAsg.

About HSA’s Health Products Regulation Group

The Health Products Regulation Group (HPRG) of HSA ensures that drugs, 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.
ANNEX A

Online listings of products making fraudulent COVID-19 related claims

S$290
TEST KITS *RESULT IN 15 MINS**
- Northpoint City
- Meetup
- New

We encourage buyers to read reviews, and chat with sellers before buying any product. Always verify before buying, especially for products making health claims.

TEST KITS (COVID-19)
- Complete Diagnostics Program
- ISO Certify
- Result in 15mins
- 1 box (20 sets)
- 1 carton (30 boxes)
- CIF Any ASWP (3-5 working days)

S$80
Covid 19 test kit
- Causeway Point
- Meetup · Carousell Protection
- New

Pm to order
Result in 30 mins
7 hours ago in Everything Else
COVID-19 At Home Test Kit (Pre-order)

- Eastpoint Mall
- Mailing • Meetup • Carousell Protection
- New

Able to take even with no symptoms but suspect infection.
95% Accuracy and Results within 10 minutes.
TUV SÜV Certified with Declaration of Conformity.
Certification based on International Standard EN ISO 13485
(Medical devices
- Quality management systems – Requirements for regulatory
purposes)

In one box for one person, you will get 4 items: 1x IGM and IGG
test paper (white color thing in the silver bag), 1x Diluent, 1x dilute
drop, 1x Pipette.

IGM is for testing if someone is positive/negative for COVID19
IGG is for testing if someone is positive/negative for COVID19 but
recovered

Covid-19 Igm antibody first quickly emerges 3-7 days after a
person is infected, and mainly exists in the blood. This test kit is
used to detect Igm antibody in the blood.
S$30

✈️ CORONA-VIRUS TEST KIT ✈️

- Singapore
- Mailing: Carousell Protection
- New

Pre-Order Only! Stock arriving in 7-14 days!
Corona-Virus Test Kit: [Test it at home], accurate result out in 15 min by Rapid finger-prick!

Package included:
- Test Kits Corona-Virus Test Kit x 2
- Covid-19 Drip Tester x 1
- Accessories to collect blood sample

5 hours ago in Everything Elite

Buy safely with Carousell Protection
Receive your items as listed or get your money back.

Shipping
Tracked Package 2-3 days: S$0

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S$10

COVID-19 IgM/IgG One Step Rapid Test Panel (25 Tests per Box)

- Novena Square
- Meetup: Carousell Protection
- New

We encourage buyers to compare prices of similar listings and check retail prices before buying protective masks

This rapid test kit is used to detect the Novel Corona Virus-19 antibody in your serum / plasma / whole blood qualitatively.

$10 per piece
25 pieces per box
MOQ: 40 boxes

Delivery available worldwide, preferably within South East Asia.
Personalized white labelling also can be arranged for large order quantities.

High in demand in several countries at the moment. Available while stocks last!

Shipment will arrive fast, within 3-5 days after payment has been processed and completed.
Good For Corona Virus

Option 1: Lutein Power (6 months)

Milk Thistle
Power for Liver

Milk Thistle + 6 types of vitamins + 2 types of minerals
Upgrade with 9 functionalities!

Good For Corona Virus

Our family, charging with green energy.
HAWAIIAN SPIRULINA
HAWAIIAN SPIRULINA
Spirulina 1,000mg a day

NutriGarden

Spirulina 1,000mg a day

It can help anti-oxidation.
It can help skin health.

It can help anti-oxidation.
It can help skin health.
[Firson] Sanitizer
500 ml
Kills 99.9%
Guaranteed!!
Kills 99.9% Bacteria
472 items sold | 20 (40%)

Dr. Person Sanitizer 500ML Made in Korea Coronavirus Prevention

Group Buy Price
S$29.90 | S$25.5

Benefits
0% Interest Installment Plan

Shipping From
South Korea
Shipping To
Singapore
Shipping Rate
Express
Prime - S$1.90
Free shipping over S$80.00

Quantity Available
100 qty every 1 day

Item Type
- Type
Please select.
- Free 60ml First 200 Only
Please select.

Go Group Buy
Wish List

S$19.90

G3 Hand Sanitizer (widely used in schools and Hospitals)

- Hougang MRT Station (NE14)
- Meetup
- Now
- We encourage buyers to read reviews, and chat with sellers before buying any product. Always verify before buying, especially for products making health claims.

Anti Coronavirus Locally Tested And Approved, widely used in schools and Hospitals

60ml spray on bottle
read more

1 week ago in Hand & Foot Care

- G3 60ml spray
- Others