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Training of bank employees to detect fraud and help the public

UOB Bank trains bank employees to help victims of fraud.

In that way, they were trained on how to do the nefarious act of hacking the computer.

Bank employees were trained as computer hackers in the class conducted on Tuesday (March 26).

Communications and Information Minister Josephine Teo's speech to Parliament was given as a text to the participants.

Several of the coaches immediately discovered that Mrs Teo's voice had been mimicked when presented with a video that sounded unusual.

Another video was made with the help of artificial intelligence. But no one could detect that it was fake.

Minister of State Sun Xueling, who was at the UOB training hall, said the two videos were fake.

"I know her (Ms. Teo). It is possible to predict what her voice will sound like.

"But if you show these videos to the public, they won't have any doubts," she told the workshop.

She said this shows the extent to which technology has come to make lies look like truth.

The videos were shown as an example at the two-day training course being conducted by Singtel and Singapore Institute of Management for UOB frontline staff.

It also underscores the need for large companies to organise such training programmes to detect and tackle the growing menace of frauds, including computer hacking and falsification.

In particular, frontline workers need to learn to detect fraud, said Wilson Tan, director of the Singtel Cybersecurity Institute.

He was speaking to reporters during the inauguration of the training programme at the training hall in Tampines.

He said frontline workers need to detect fraudulent technology which makes it difficult to detect fake transactions in the name of customers.

Mr Tan said bank cashiers should check such things instead of making decisions based on what they hear.