

Specialty Programme - Misuse of Technology in Financial Crimes

Artificial Intelligence and Big Data

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INLAND REVENUE
AUTHORITY
OF SINGAPORE

Learning Objectives

At the end of the course, you should be able to understand and appreciate:

(1) All About Data



- ✓ What is Big Data?
- ✓ The different sources of information
- ✓ Data governance and limitation of certain data
- ✓ Application of concept : Case Study

(2) Misuse of Technology



- ✓ AI*-assisted crimes
- ✓ Case Study

(3) Overview of IRAS AI Strategy



- ✓ Group sharing
- ✓ AI as a Strategic Capability
- ✓ IRAS AI Strategy
- ✓ Key Pillars of IRAS AI Strategy
- ✓ IFD's Data Journey

(4) Analytics Tool for Investigators



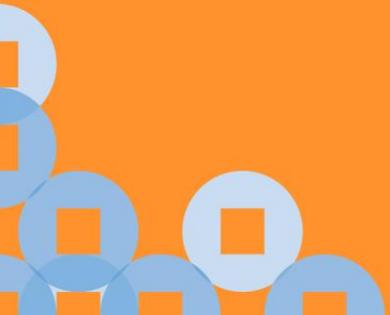
- ✓ Leveraging on technology & analytics in financial investigation
 - Analytics as a gatekeeper;
 - Analytics for Tax Crime;
 - Analytics for investigative efficiency;
- ✓ Application of concept : Case Study
- ✓ Group sharing
- ✓ What's next

* AI = Artificial Intelligence

www.menti.com

Access via Code : 52873479

(1) All About Data *[In the shoe of an Analyst / Investigator]*

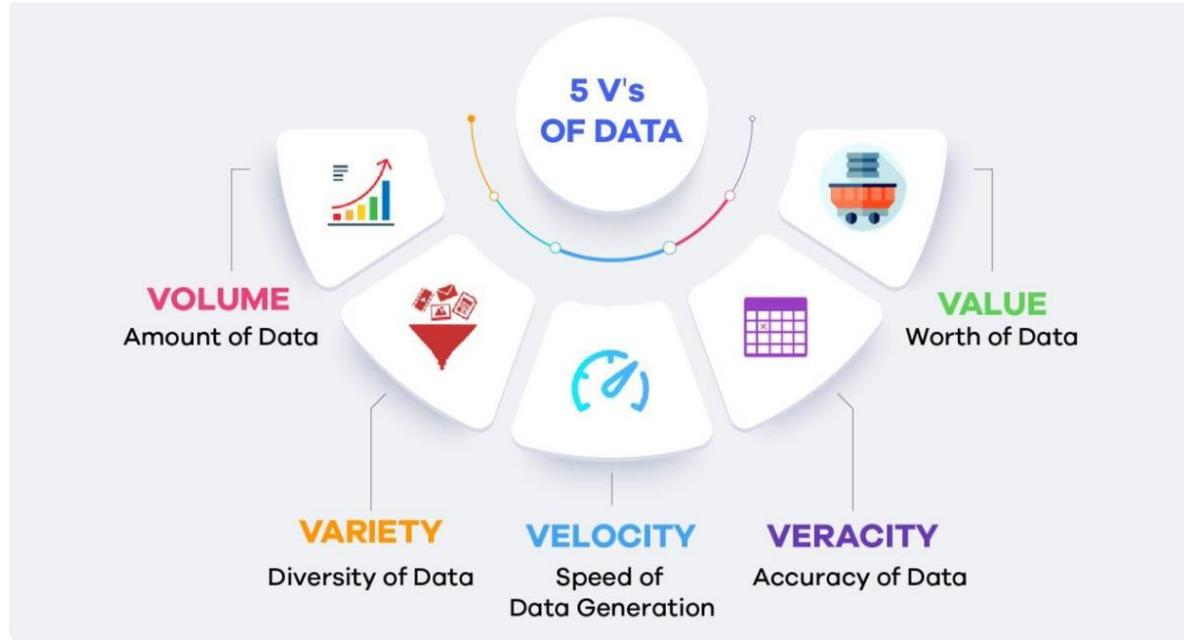


What is Big Data*?

*“**Big Data**” refers to extremely **large sets of data that are so complex and voluminous** that traditional data processing tools and techniques can't handle them efficiently.*

5V's of Big Data

- **Characteristics of Big data-** The five V's are volume, velocity, variety, veracity, and value*.



Video :

https://youtu.be/bAy_rObI7TYE?si=keT0GU_C1UsAb5_D9

5V's of Big Data



Volume : High amount of data points in a big data set e.g. volume of tax returns received by the tax administration are the in millions per year



Veracity : Trustworthiness and quality of the data e.g. missing data, bias in data etc



Velocity : Speed of data generation and how fast one can collect and process it e.g. posts in social media



Variety : Wide range of data types and sources in a big data set, including structured and unstructured data e.g. text, audio, visual etc

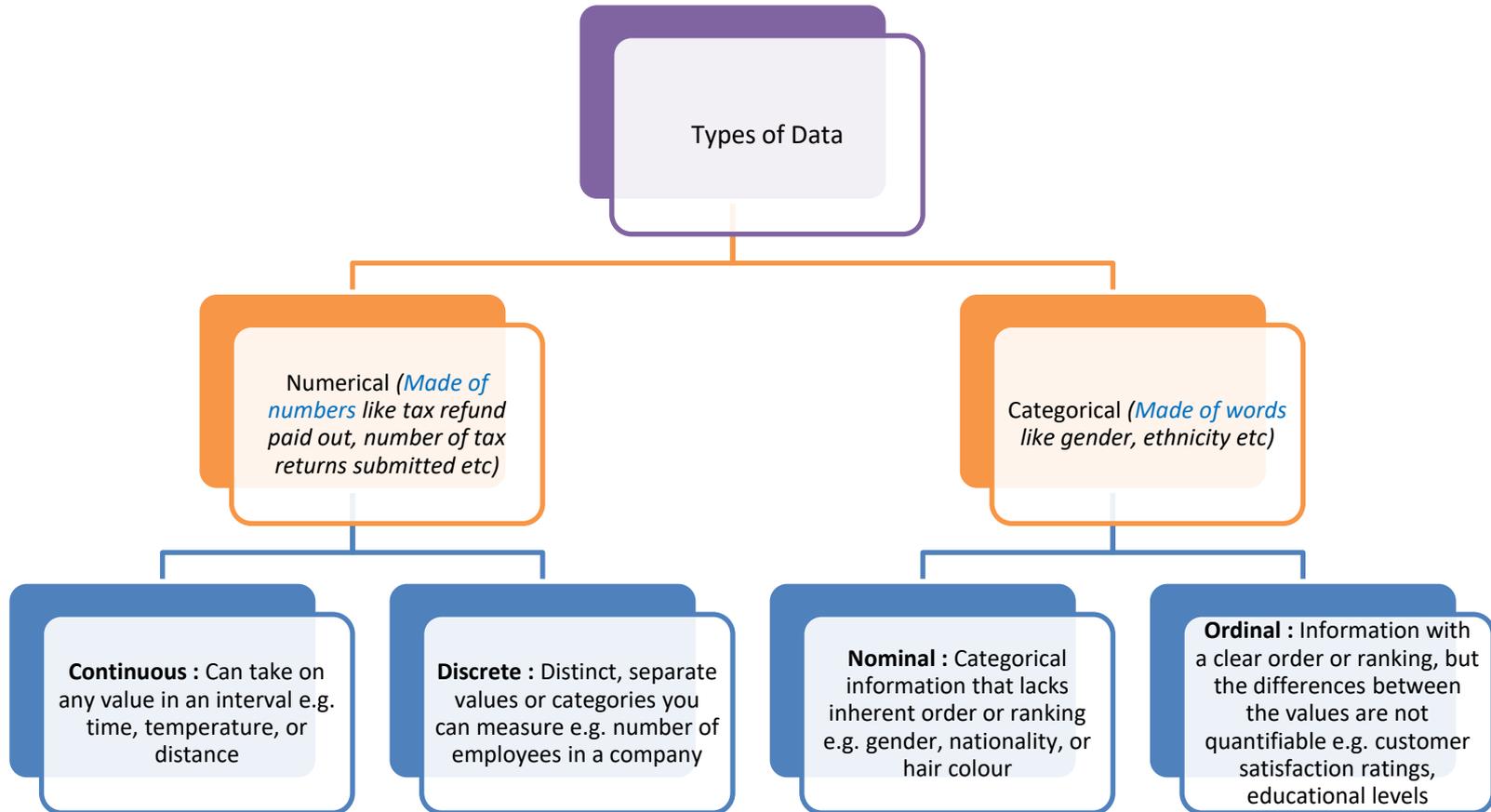


Value : The insights and patterns you can find e.g. uncover sentiments and opinions, numerical trends and patterns etc

5Vs of Big Data

When analyzed, big data can provide valuable insights into patterns, associations, behavior, and trends.

Types of Data



Types of Data (Quiz)

Continuous

Age e.g. 24 years old

Address e.g. 123 High St

Discrete

Revenue e.g. \$1m

Nominal

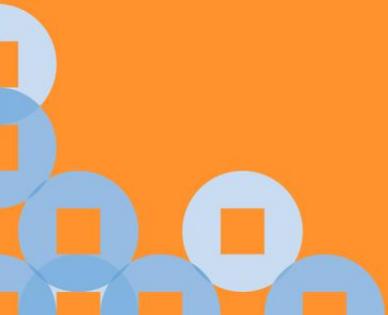
Email Address e.g. abc@qq.com

Ordinal

Compliance Risk Rating e.g. High,
Medium or Low Risk

Country of Residence e.g.
Singapore

Group Discussion



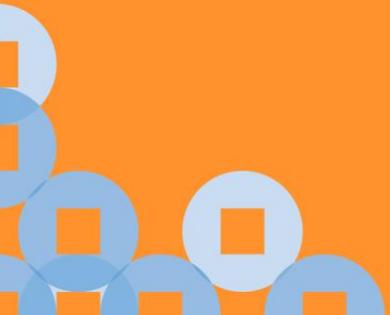
Group Discussion (20 mins)

What are some use cases of big data for your agency?

Group 1 & 2 : Productivity gain e.g. automate tax filing

Group 3 & 4 : Improve effectiveness e.g. enhance case detection or selection

Pros / Cons of Big Data



Pros of Big Data

1. Improved Decision-Making Capabilities

Help business leaders make challenging decisions, helping them identify and weigh all the relevant factors that can affect the outcome of their choices

2. Better Customer Engagement

Enterprises can gather data from social media, sales records, customer feedback surveys, and other sources to learn more about their buyers.

Pros of Big Data

3. Increased Opportunities for Social Good

Big data can also provide insights to spark positive, lasting changes—researchers have used it to identify domestic violence and homelessness trends

Cons of Big Data

1. Data Privacy and Security Concerns

Collecting and analyzing large volumes of data increases the risk of unauthorized access, data leaks, and cyber attacks, posing privacy and security risks for individuals and organizations.

2. Cost of Implementation

Implementing big data solutions often involves significant upfront costs for organizations, including investments in infrastructure, software, and staff.

Cons of Big Data

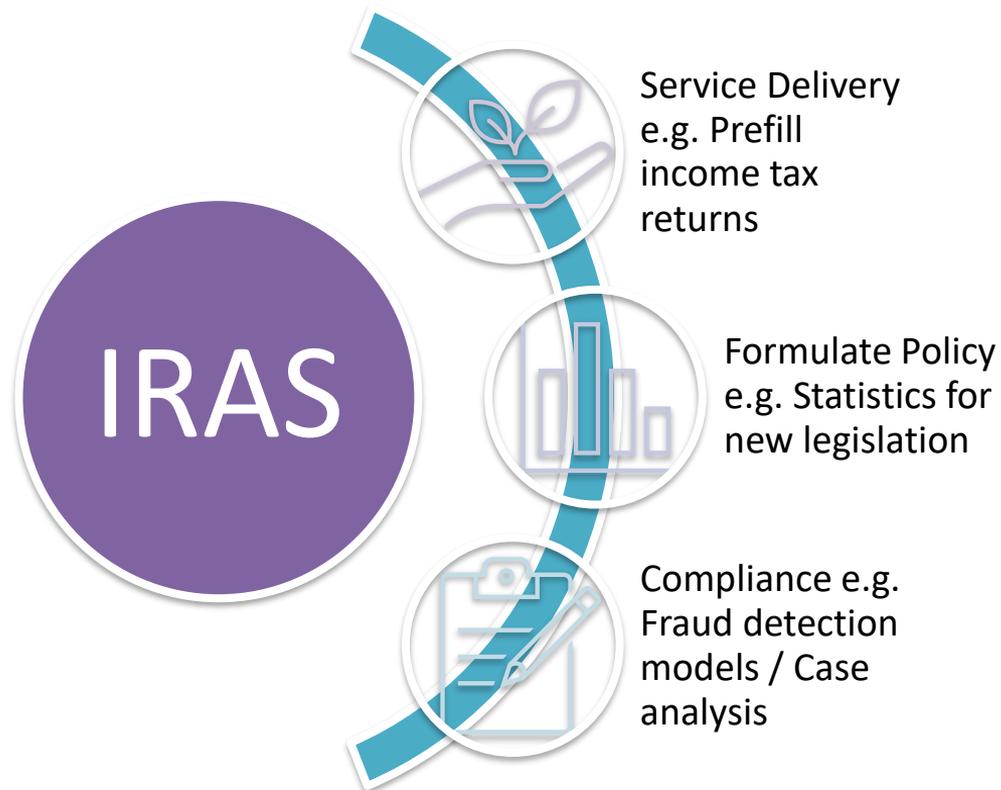
3. Bias and Discrimination

Big data algorithms may exhibit bias and discrimination based on factors such as race, gender, and socioeconomic status. Biased algorithms can perpetuate existing inequalities and undermine trust in automated decision-making systems.

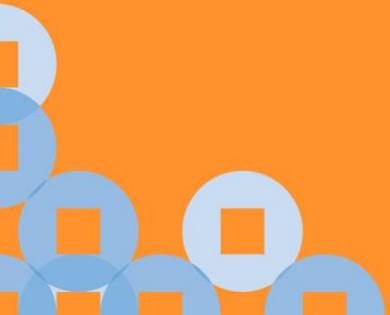
4. Data Quality Issues

Duplicate records, inaccurate details, and formatting errors are just a few of the many data quality issues and anomalies that can lead to incorrect conclusions.

Use of Big Data in IRAS



The different sources of information



Sources of Data

Structured

Internal



Tax Returns e.g. Form B, GST F5



Application Forms e.g. GST registration application form (F1)



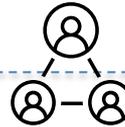
Property related – Tenancy / Ownership



Tourist Refund Scheme

External

Semi-Structured



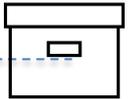
Other Government Agencies e.g. STRs¹



Other countries e.g. EOI²



3rd Parties – Banks / Telco / Employer - Auto Inclusion Scheme³ etc



Devices / docs obtained from subjects

Unstructured



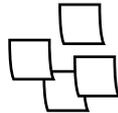
Audit / Investigation reports



Blacklist / Compliance Ratings



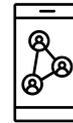
Correspondences with taxpayer



Intelligence



Open sources e.g. Internet



Social Media e.g. Facebook / Instagram etc



Informants

¹ STRs = Suspicious Transaction Reports

² EOI = Exchange of Information arrangements with foreign jurisdictions

³ Auto Inclusion Scheme ("AIS"): Under this scheme, employers submit the employment income information of their employees to IRAS electronically

Sources of Data

Internal Structured Data	Internal Unstructured Data
Tends to be tax related data collected by IRAS from the various tax returns e.g. Income Tax returns - Form B / C, GST returns - GST Form 5 etc	Processed data after analysis performed on the data collected e.g. audit or investigation report / correspondences with the taxpayers
Most of IRAS' tax returns / applications are in electronic form where this facilitates data collection in structured format	Data are digitised and stored in IRAS Document Management System or shared folder
Data are stored in IRAS datawarehouses where it can be extracted for easy analysis and manipulation	

Sources of Data

External Structured Data	External Unstructured Data
Data provided by other government agencies e.g. Suspicious Transaction Report Office (“STRO”) – STRs or Accounting and Corporate Regulatory Authority (“ACRA”) – Singapore’s equivalent of the Registrar of Business/ Companies	Subject’s Facebook posts generally are collected on adhoc and need-to basis. IRAS also collect data from 3 rd parties like banks for deposits / withdrawal data of our subjects during audit / investigation
Data from 3 rd parties like employers under IRAS’ Auto Inclusion Scheme – “AIS” e.g. Grab	Data would require considerable “cleaning” before use
Data are provided at a fixed intervals (e.g. annually for Central Provident Fund - “CPF” ¹ data)	Users need to ascertain accuracy of data especially if sourced from the Internet due to the prevalence of fake news
	For investigation purpose, we have also employed OCR ² technology to convert paper document seized from our subjects to digital format for ease of case analysis

¹ Central Provident Fund or CPF is a mandatory social security savings scheme funded by contributions from employers and employees

² Optical character recognition or optical character reader i.e. OCR is the electronic or mechanical conversion of images of typed, handwritten or printed text into machine-encoded text, whether from a scanned document, a photo of a document, a scene photo or from subtitle text superimposed on an image (Source : Wikipedia)

Internal Sources of Information



Tax Returns e.g.
Form B, GST F5

Tax returns submitted by taxpayers. Examples of tax returns submitted to IRAS:

- Income Tax Form (Individuals / Partnership / Company)
- GST Form (Form 5 / Form 7 / Form 8)
- Withholding Tax



Application Forms
– GST F1

Application forms submitted by taxpayers to apply for tax status or IRAS' schemes / incentives

- Income Tax Schemes / Incentives (Job Support Scheme etc)
- GST Registration application (Form 1) or scheme (Major Exporter Scheme etc)
- Overseas entities information (with effect from 1 Jan 2020 - under the Overseas Vendor Registration Regime – “OVR”)^{NEW}
- Withholding Tax



Property related –
Tenancy / Ownership

Property related transactions

- Ownership of property (Sales / purchase price of property, name of buyer / seller etc)
- Tenancy related data (Amount of rental, period of tenancy, name of landlord / tenant etc)

Internal Sources of Information



Tourist
Refund
Scheme

Tourist / retailers for the Tourist Refund Scheme (“eTRS”)

- Tourist spending information
- Retailer sales figures to tourist



Audit / Investigation
reports

Processed data in the forms of reports

- Audit / investigation findings of taxpayer
- Provides insights to the taxpayer’s attitude towards tax



Blacklist /
Compliance Ratings

Internal assessment of the taxpayer propensity to commit fraud (blacklist) / non-compliance (compliance rating)

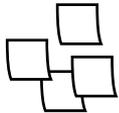
Internal Sources of Information



Correspondences
with taxpayer

Past correspondences / enquires from the taxpayers

- Email
- Phone call (Telememo)
- Letter

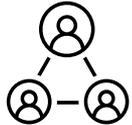


Intelligence

Information concerning the subject of investigation obtained through intelligence channel

- Source can be from internal (IRAS officers) / external parties (e.g. Informant)
- Relationship linkage of subject
- Location of subject
- Modus operandi

External Sources of Data



Other Government Agencies

Other government agencies. Some examples:

- Business related data (E.g. Name of company director / shareholders / company registered address)
- Housing data (E.g. Public housing ownership information)
- Vehicle ownership data (E.g. Name of vehicle owner etc)
- Licensees data (E.g. Singapore Food Agency – Hawker licensee information)
- CPF data (E.g. Details of taxpayer's employment record)



Other countries
e.g. EOI

Other countries:

- Exchange of Information through Avoidance of Double Taxation Agreements (DTAs) & Multilateral Convention on Mutual Administrative Assistance in Tax Matters
- Financial Intelligence Unit ("FIU")

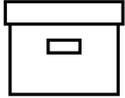


3rd Parties – Banks / Telco etc

3rd parties. Some examples:

- Financial (E.g. Banks / Shares / Insurance)
- Subscriber (E.g. Telco / Internet Service Provider)
- Utilities (E.g. SP Powers / PUB etc)

External Sources of Data



Devices / docs
obtained from
subjects

Obtained from our subjects:

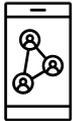
- Physical document e.g. invoices, Purchase Orders etc
- Digital devices e.g. Cellphone, laptop etc



Open sources
e.g. Internet

Open sources like:

- Internet
- News reports
- Research papers
- Published judgment in courts



Social Media e.g.
Facebook / Blogs

Social media:

- Facebook
- X (former known as “Twitter”)
- Instagram



Informants

Whistleblowers on tax offence committed by subject

Use of Data (Syndicated Case)

Pre-Audit /
Investigation



Subject / Case
Profiling



Analytics
Models



Subject / Case
Identification



Audit /
Investigation



Background of
Subject –
Location / Income



Relationship of subject –
Family members, known
associates



Unique identifiers of
subject – Address /
Email / IP address



Modus Operandi
of fraud



Case Closure



Audit / Investigation
report - Feedback loop to
refine Analytics Models /
risk indicators

Challenges for Syndicated Case

4 Vs



Volume

For syndicated case, investigators may be looking at more than 50 individuals and / or businesses. How to analyse the large volume of data?

Variety

- ❖ Diverse variety of internal / external data. What tool to use to extract / analyse data from various sources?
- ✓ Structured : Tax info / Transaction Listing
- ✓ Unstructured : Facebook
- ✓ Semi-structured : STRs / Banking info

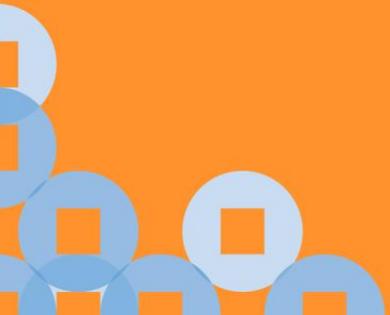
Velocity

Thousands of transactions – invoices, funds, goods generated from fraudulent activities within a short time. Best approach to analyse the torrential flow of data?

Visibility

Use of fall guy & set-up of shell company to frustrate investigation. Any tool to find the real mastermind?

Group Discussion

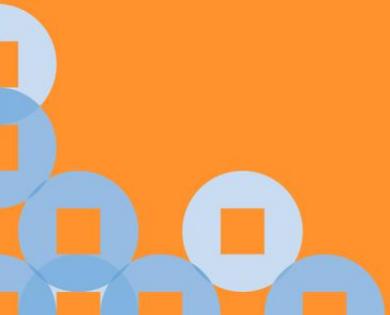


Group Discussion (30 mins)

Group 1 & 2 : [Current] Any source of data that has been helpful to combat financial crime?

Group 3 & 4 : [Future] What new source of data would you like to have to enhance your capability to combat financial crime?

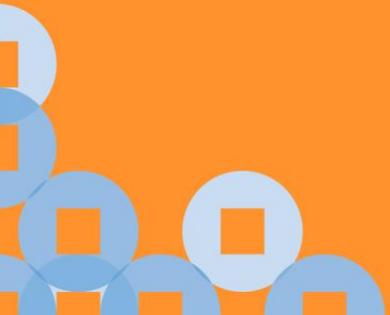
Game Time!



Game Time (20mins)

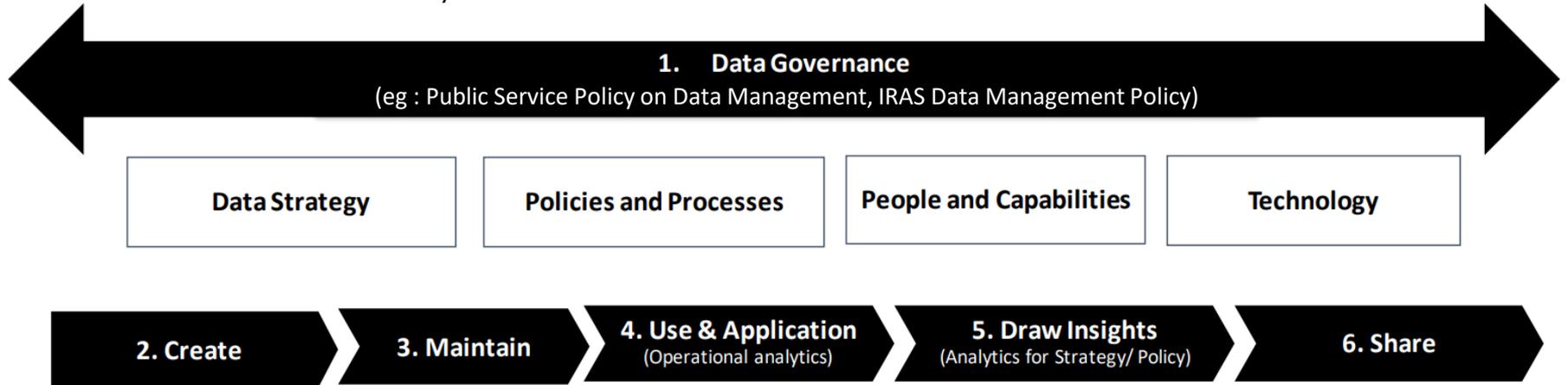
Kahoot!

Data governance and limitations of data



Data Governance

- Overview of Data Lifecycle*



Data Governance is the exercise of decision making and authority for data-related matters.



The purpose of data governance is to ensure that data is managed properly, according to policies and best practices. This enables IRAS and the Government to make the best use of data for decision-making. It allows IRAS to achieve its goal of cultivating data- and insights-driven culture.

* Source : Data Steward Reference Materials

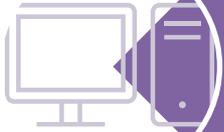
Quiz

Can you identify possible issues relating to the 2016 Tesla Share Prices data obtained from public source?

Date	Open	High	Low	Close	Adj Close	Volume
23/8/2015	44.86	45.70	44.56	44.97	44.97	23,922,000.00
24/8/2016	45.41	45.43	44.44	44.52	44.52	12,853,500.00
25/8/2016	44.62	44.76	44.15	44.19	44.19	8,812,500.00
26/8/2016	44.43	44.57	43.76	44.00	44.00	11,195,000.00
29/8/2016	44.03	44.08	43.00	43.04	43.04	16,331,500.00
30/8/2016	43.22	43.22	42.10	42.27	42.27	15,844,500.00
31/8/2016	42.00	42.00	41.73	42.40	42.40	16,382,500.00
1/9/2016	41.80	41.80	40.10	40.15	40.15	39,715,500.00
9/2/2016	40.47	40.64	39.24	39.56	39.56	29,887,000.00
6/9/2016	39.80	40.65	39.80	40.57	40.57	21,953,000.00
7/9/2016	41.10	41.30	40.14	40.34	40.34	18,204,500.00
8/9/2016	39.91		39.27	39.47	39.47	16,889,500.00
9/9/2016	39.82	39.98	38.74	38.89	38.89	18,785,000.00
12/9/2016	39.00	40.27	88.82	39.66	39.66	18,576,000.00
13/9/2016	39.41	39.70	38.69	39.21	39.21	17,947,000.00
14/9/2016	39.15	39.58	38.97	39.28	39.28	11,272,500.00
16/9/2016	40.08	41.14	39.80	41.08	41.08	15,539,000.00
16/9/2016	40.08	41.14	39.80	41.08	41.08	15,539,000.00
19/9/2016	41.40	41.89	41.00	41.27	41.27	11,497,500.00

Format of cell – text not numeric

Limitation of Data



Completeness : Data completeness describes whether the data you've collected reasonably covers the full scope of the question you're trying to answer, and if there are any gaps, missing values, or biases introduced that will impact your results*. Example, the data in the employment data table in IRAS system may not be complete as IRAS does not mandate the submission of employment data for businesses below certain staff strength.

**Source :
<https://www.montecarlo.com/blog/what-is-data-completeness/>*



Relevance : Data relevance is the degree to which data provides insight into the real-world problem or purpose being addressed and contributes to the overall understanding of the business^. For example, IRAS conducted audit on subject from 2014 to 2015. Due to the long passage of time, the audit findings for the subject may not be relevant for the subsequent investigation in 2024.

*^Source :
www.metaplane.dev/blog/data-relevance-definition-examples*



Timeliness : The degree to which data represent reality from the required point in time#. In IRAS' example, certain information are provided at fixed interval e.g. CPF data is provided to IRAS annually. Hence, to get the most up-to-date info, officer would need to write to the relevant authority for the latest information.

*#Source :
<https://dsstream.com/introduction-to-data-quality-terms-definitions-examples-of-use/>*

Limitation of Data



Reliability and authenticity : Data reliability is the degree to which data, and the insights gleaned from it can be trusted and used for effective decision-making*. For example, certain data provided / obtained by IRAS will need to be assessed for its reliability like financial data of Entity A shared by whistleblower. IRAS would not know if the data provided by the whistleblower is authentic.

**Source :
www.thoughtspot.com/data-trends/analytics/data-reliability*



Accuracy : Data is considered accurate if it describes the real world[^]. One example will be for data obtained from the Internet; it would need to be validated against other sources to confirm its accuracy.

*^Source :
www.metaplane.dev/blog/data-accuracy-definition-examples*

Evaluation Matrix of Data / Information Provided to IRAS (e.g. Whistleblower)

TABLE 1 - SOURCE RELIABILITY

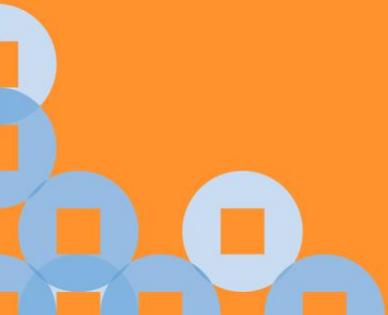
	RATING	DESCRIPTION
A	Reliable	No doubt about the source's authenticity, trustworthiness, or competency. History of complete reliability.
B	Usually reliable	Minor doubts. History of mostly valid information.
C	Fairly reliable	Doubts. Provided valid information in the past.
D	Not usually reliable	Significant doubts. Provided valid information in the past.
E	Unreliable	Lacks authenticity, trustworthiness, and competency. History of invalid information
F	Cannot be judged	Insufficient information to evaluate reliability. May or may not be reliable.

TABLE 2 - INFORMATION RELIABILITY

	RATING	DESCRIPTION
1	Confirmed	Logical, consistent with other relevant information, confirmed by independent sources.
2	Probably true	Logical, consistent with other relevant information, not confirmed.
3	Possibly true	Reasonably logical, agrees with some relevant information, not confirmed.
4	Doubtfully true	Not logical but possible, no other information on the subject, not confirmed.
5	Improbable	Not logical, contradicted by other relevant information.
6	Cannot be judged	The validity of the information can not be determined.

Question : Can you share how your agency deals with whistleblowers?

Effective Management of Information

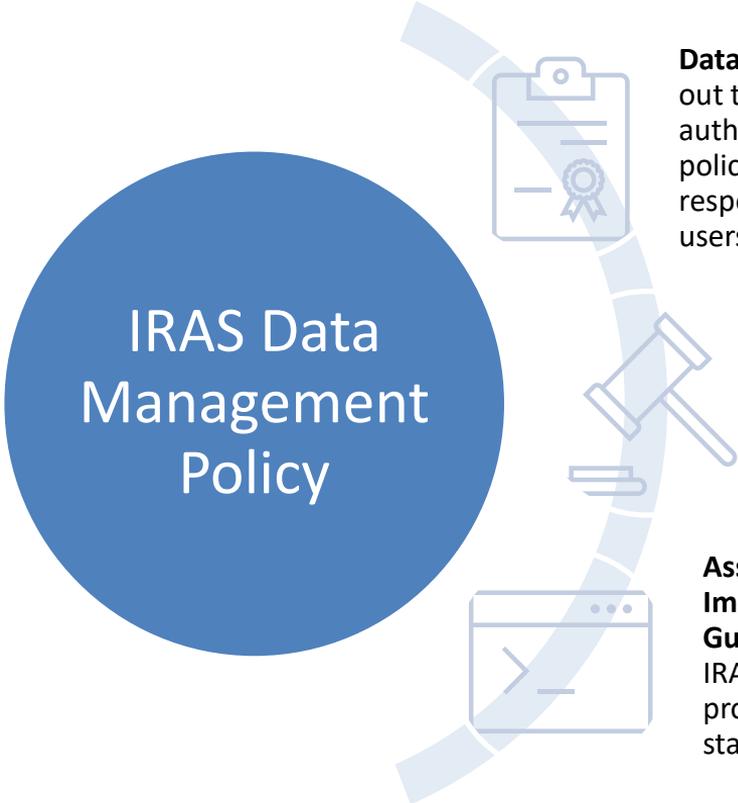


IRAS Data Management Policy

Extract of IRAS Data Management Policy (dated 12 Apr 2019)

“Information is a vital organisation resource and it depends on the data assets that are being collected, created and managed.

*Data is a **strategic asset** that shall be managed **securely, effectively** and **efficiently** during its entire lifecycle to meet the business requirements of IRAS, to facilitate effective data sharing within the public sector and with the general public, to achieve quality policy formulation, catalyse innovations, facilitate analysis and research”*



IRAS Data Management Policy

Data Governance : Set out the approving authority for data policies and role / responsibilities of data users

Authorities / Guidelines : Sets out the relevant legislations / guidelines / circular on data management

Assessment of Implementation Guidelines : Assessment of IRAS data management processes compliance with stated laws & guidelines

Information Management System – IFD

Component

- Hardware
- Software
- People

- Hardware (OCR machine to convert hardcopy document to digital document)
- Software (Data Digitisation Tool / Network Analysis Tool)

Process

- Data Collection
- Report Generation

- Data are digitised for easy retrieval and analysis
- Data are shared via Collaboration Space
- Digital evidence are indexed and catalogued for easy search / review

Information System

- Report & Information

- Investigation Paper (e-IP)
- Inhouse Case Management System
- Notes of Meeting from management meeting
- Legal opinion library for cases
- Others

1 Access Control : Data is shared on need-to-know basis

Activity Logging: All activities are logged

2

Information Management System – IFD

Some benefits of Data Digitisation Tool : Digitisation of hardcopy evidence

SERVICES

15 September 2003

PTE LTD
 1100 Park Central 1
 #03

Attn: Mr. (Project Manager)

INVOICE: Supply of Work @ (Job No. 263 2)

Quantity	Description	Unit Price	Amount
1 Lot	Supply work of photo-shooting at job site for the period of 1 August 2003 – 31 August 2003 (P.O. No. 50435)	\$S 280.00	\$S 980.00
		*Amount Payable	\$S 980.00

*Note: Term of payment : 60 days from date of invoices.
 Currency : Singapore Dollars

All goods received in good order & condition.
 Acknowledged By: for and on behalf of Services

Mr. Manager

All payment to be made payable to "Services".
 Late payment will be charged at 12% per annum and will be accrued on all overdue accounts.

SERVICES

15 September 2004

MacPherson Road Post Office
 PO Box
 Singapore
 Tel: 63,
 Fax: 63,

Attn: Mr.

Invoice No.: 04 PTE 0915

INVOICE: Supply Labours and Tools to Project

Period: 01 September 2004 to 15 September 2004

1) To supply workers to your above work site: \$S 5,863.00

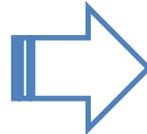
***Amount Payable** \$S 5,863.00

*Note: Term of payment : 30 days from the date of this invoice.
 Currency : Singapore Dollars

All goods received in good order & condition.
 Acknowledged By: for and on behalf of Services

Mr. Yeo C T Manager

All payment to be made payable to "Services".
 Late payment will be charged at 12% per annum and will be accrued on all overdue accounts.



InvoiceNo	InvoiceDate	CustomerName	AmountPayable
8/U/Y/0101	4 January, 2008	(PTE) LTD Avenue 1	960.00
17/H/S/0901	7 January, 2008	No. Park A	2,304.00
3/U/r/0102	8 January, 2008	227 (PTE) LTD	960.00
8/C/S/0101	8 January, 2008	Enterprises Street 32	860.00
/U/Y/0101	9 January, 2008	tor 1 Pte Ltd	720.00
/I/S/1201	9 January, 2008	Department	11,980.00
/I/S/1202	9 January, 2008	Department Pte Ltd	11,385.00
8/M/O/0111	11 January, 2008	Limited	3,185.20
3/U/Y/0103	11 January, 2008	(PTE) LTD Avenue 1	1,920.00
/R/C/0101	14 January, 2008	Way Pte Ltd	500.00
/U/Y/0104	15 January, 2008	(PTE) LTD Avenue 1	960.00
/R/C/0102	15 January, 2008	Way Pte Ltd	1,050.00
/I/Y/0101	16 January, 2008	East PTE LTD	960.00
8/R/C/0103	18 January, 2008	Pte Ltd	500.00
8/A/I/0111	21 January, 2008	Road Pte Ltd	1,000.00
8/R/O/0104	22 January, 2008	Way Pte Ltd	250.00
8/S/O/0101	25 January, 2008	Road Pte Ltd	480.00
/U/Y/0102	31 January, 2008	Sector 1 Pte Ltd	720.00
/U/Y/0105	31 January, 2008	(PTE) LTD Avenue 1	960.00

In the past, case officer had to manually key all these invoices into Microsoft Excel for analysis (can **take months** depending on volume of transactions)

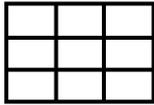
Unstructured data is transformed to structured data for easy analysis (done in a matter of a **few days**)

Information Management System – IFD

IFD's Inhouse Case Management System (CMS) : Tracking of status and results of investigation cases

Tracking of Cases / Outcomes

Case Tracking File



Case Settlement Report



Others e.g.
Performance
Appraisal File

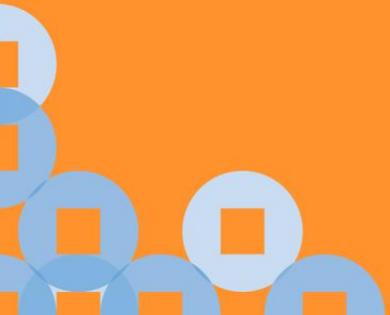


Case Management System (CMS)

The screenshot shows a software interface for 'IFD Statistics Macro Form'. It has two main tabs: 'Case Creation' and 'Case Retrieval'. The 'Case Retrieval' tab is selected and shows 'Section C - Financial Information' for 'TI Number: 9887'. There are several sub-sections: 'Individual', 'Corporate', 'GST', 'PIC', 'Stamp Duty', and 'Property'. Under 'Individual', there are checkboxes for 'S94A', 'S95(1)', 'S95(2)', 'S96', 'S96A', 'S98', and 'S65C'. Below these are several input fields for 'Type of ITA Offence', 'Other ITA Offence', 'YA Involved (YYYY to YYYY)', 'Additional Income (\$)', 'Additional Income Tax (\$)', 'Total Penalty Amount (\$)', 'Fines Imposed by Court (\$)', 'Length of Custodial Sentence (X weeks, X days)', 'Number of Charges Filed', 'Number of Charges Proceeded', and 'Number of Charges TIC'. At the bottom, there are 'Clear', 'Back', and 'Next' buttons.

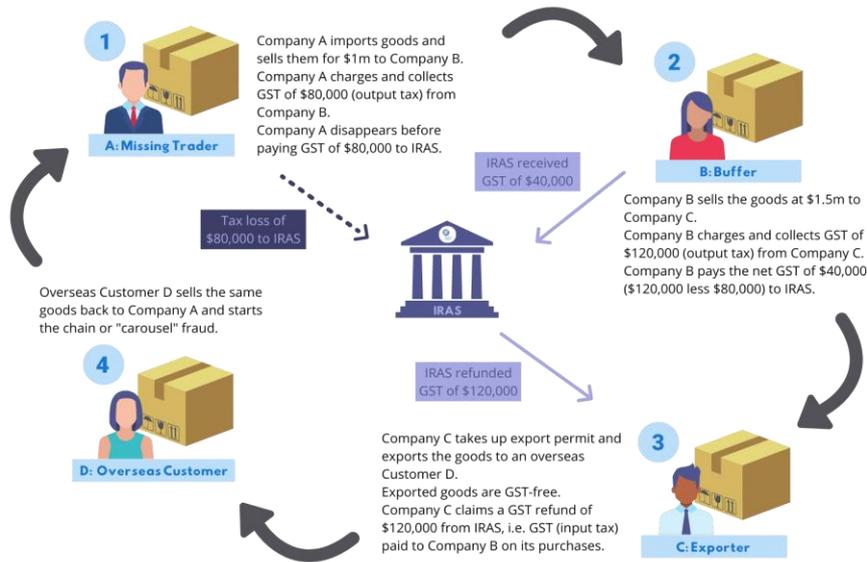
Previously IOs need to update several files for reporting purpose. New CMS consolidates all reporting requirement in 1 platform - cut down the need for IOs to update different files

Case Studies



What is Missing Trader Fraud?

MTF* occurs when organised criminal groups abuse the GST/VAT refund system for fraudulent export arrangements and exploit the asymmetry of information in different jurisdictions to avoid being identified/traced.



What is a Missing Trader Fraud (MTF):

*“Under a typical MTF arrangement, a group of businesses would form a supply chain and the same goods/services would be supplied through the chain. To ensure that the final sales of the goods/services are not subjected to GST, the goods/services would ultimately be exported to an overseas customer. A seller upstream in the supply chain would charge GST on the sale of goods to businesses downstream and instead of paying the GST to IRAS, the upstream supplier would **fail to account** in its GST return the GST it had collected.*

*This is termed **“Missing Trader” fraud** as the seller disappears with the GST.”*

* Missing Trader Fraud or MTF is also commonly known as Carousel Fraud in the other parts of the world like the European Union (“EU”)

What is Missing Trader Fraud?

Illustration of a MTF arrangement

Supply chain:



Adam's GST reporting:

Adam does not file the GST return to report the output tax or

GST of \$16k was **not paid** to IRAS

Bobby's GST reporting:

Sales - \$210k
Output tax - \$16.8k

Purchases - \$200k
Input tax - \$16k

Net GST of \$800 (\$16,800 less \$16,000) paid to IRAS

Colin's GST reporting:

Zero-rated sales - \$220k
Output tax - \$0

Purchases - \$210k
Input tax - \$16.8k

Net refund claims of \$16,800 from IRAS

Tax Implication for IRAS:

Tax not collected
\$16,000

Tax collected
\$800

Tax refunded
\$16,800

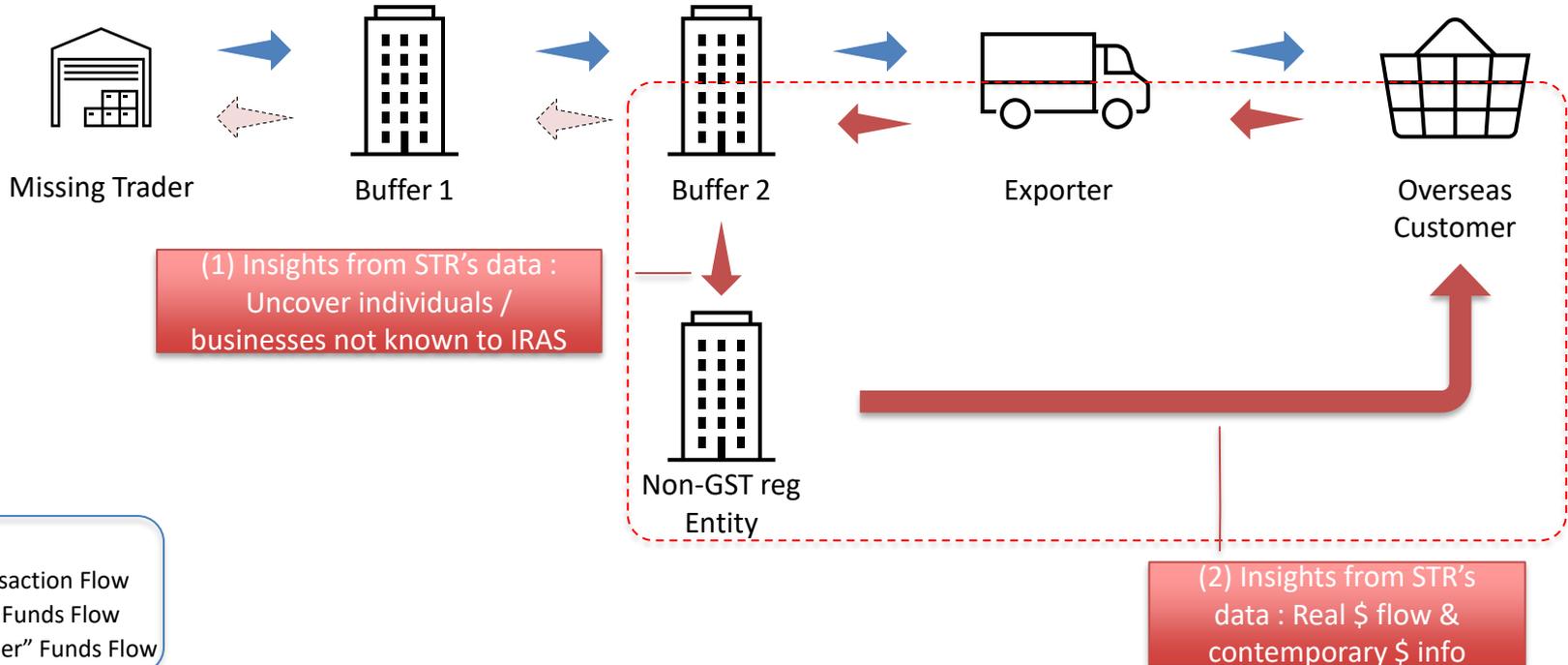


Tax Loss
\$16,000

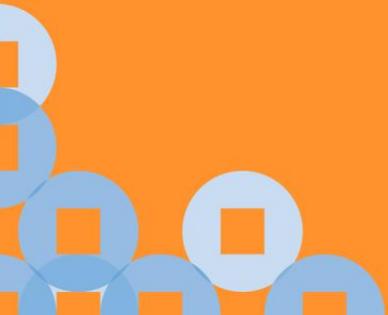
Question : Can share your agency's experience with MTF?

Operation Wand 2 – Missing Trader Fraud

Example : Use of Suspicious Transaction Report (“STR”) in Operation Wand 2



Group Discussion

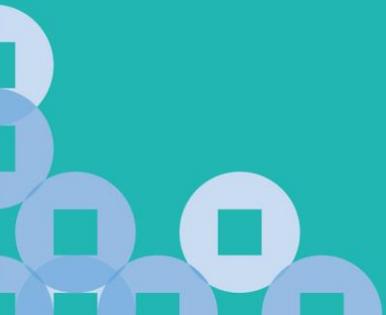


Group Discussion

All Groups : You are a tax agent from FRAUD CONSULTANT LTD and your client asked you to design a fraud scheme to obtain refund / payout from the government? Pls explain the fraud scheme, possible data that could give your game away and what to do to avoid detection. (20mins : Design the fraud scheme)

The group not presenting : You are the investigator assigned for the above case and explain what the data you need to detect the scheme (Detect the scheme)

(2) Misuse of Technology



AI-assisted Crimes

1. Based on a CNET article titled : “Cybercriminals Are Using AI to Scam You – and You May Not Even Know It” - “AI-generated content contributed to more than **\$12 billion in fraud losses in 2023**, according to a Deloitte digital fraud study. That number could triple to more than **\$40 billion in the US in two years.**” ^
2. From another article “FraudGPT and GenAI: How will fraudsters use AI next?”~, criminals are also exploiting Generative AI for criminal activities. This technology has the potential to facilitate the creation of fraudulent materials, including fake cheques, bank statements, and invoices. FraudGPT is available on a subscription basis, with pricing ranging from **US\$200 per month to US\$1,700 per year** and is available in Dark Web Market like EMPIRE, WHM, TORREZ, WORLD, ALPHABAY, VERSUS.



^<https://www.cnet.com/personal-finance/cybercriminals-are-using-ai-to-scam-you-and-you-may-not-even-know-it/>

~ <https://www.alloy.com/blog/fraudgpt-and-genai-how-will-fraudsters-use-ai-next>

AI-assisted Crimes – Deepfake can bypass Biometric Security?

Extract of Forbes article dated 4 Dec 2024~ :

*“The attackers obtained the victim’s ID through various illicit channels, Yuan Huang, a cyber fraud analyst with Group-IB, said, “such as malware, social media, and the dark web, **manipulated the image on the ID—altering features like clothing and hairstyle**—and used the falsified photo to bypass the institution’s biometric verification systems.”*

*“.... **Despite having dedicated mobile app security protections such as anti-emulation, anti-virtual environments and anti-hooking mechanisms**, the institution still fell victim to a deepfake attack. I’ve made a point of repeating this because, like many organizations within and outside of the finance sector, digital identity verification incorporating facial recognition and liveness detection was enabled as a secondary verification layer.”*

~ <https://www.forbes.com/sites/daveywinder/2024/12/04/ai-bypasses-biometric-security-in-1385-million-financial-fraud-risk/>

INNOVATION > CYBERSECURITY

Now AI Can Bypass Biometric Banking Security, Experts Warn

By [Davey Winder](#), Senior Contributor. Davey Winder is a veteran cybersecurity...

[Follow Author](#)

Dec 04, 2024, 01:00am EST

[Share](#) [Save](#) [Comment 0](#)



Security researchers uncover massive AI-driven biometric security bypass. GETTY

When a prominent Indonesian financial institution reported a deepfake fraud incident impacting its mobile application, threat intelligence specialists at Group-IB set out to determine exactly what had happened. Despite this large organization having multiple layers of security, as any regulated industry would require, including defenses against rooting, jailbreaking and the exploitation of its mobile app, it fell victim to a deepfake attack. Despite having dedicated mobile app security protections such as anti-emulation, anti-virtual environments and anti-hooking mechanisms, the institution still fell victim to a **deepfake attack**. I've made a point of repeating this because, like many organizations within and outside of the finance sector, digital identity verification incorporating facial recognition and liveness detection was enabled as a secondary verification layer. This report, this warning, shows just how easy it is becoming for threat actors to bypass what were considered state-of-the-art security protections until very recently.

ADVERTISEMENT



Request Blocked

Other Examples of Misuse of Technology – Fake QR Code

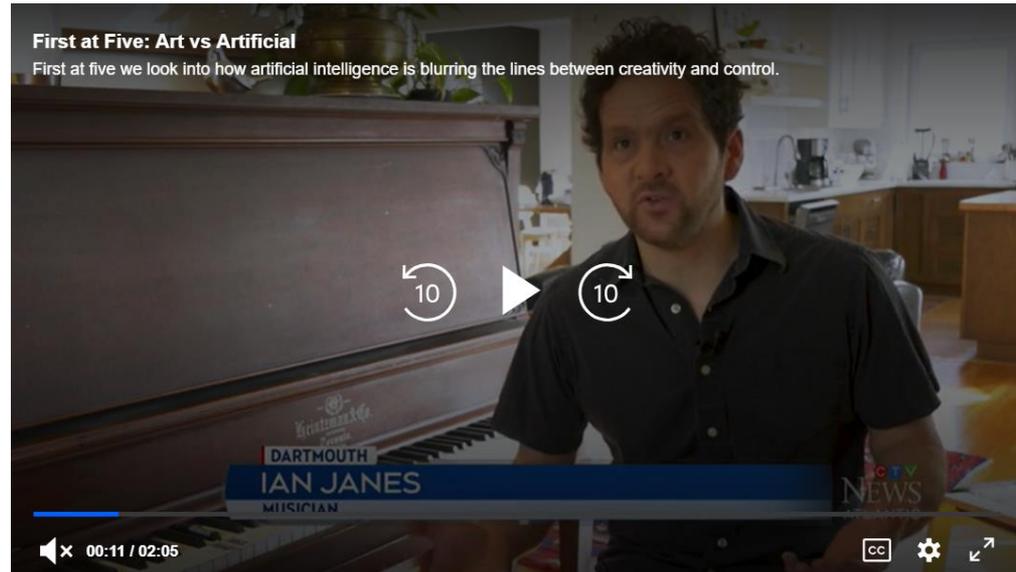


Other Examples of Misuse of Technology – ChatGPT



Other Examples of Misuse of Technology – AI music

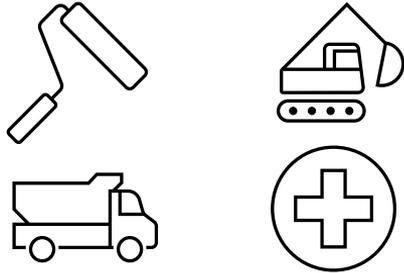
There's a new album out by Ian Janes, only it's not Nova Scotia musician Ian Janes. In fact, it may not be a real artist who released the music.



<https://www.ctvnews.ca/atlantic/nova-scotia/article/art-vs-ai-music-published-under-nova-scotia-musicians-name/>

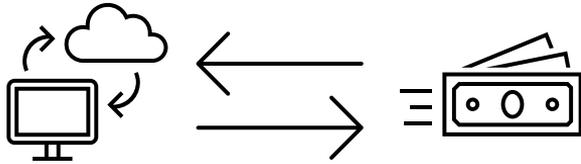
Operation W – Multi-cell GST Refund Fraud

Exploit loopholes in Singapore Tax System to obtain GST refunds



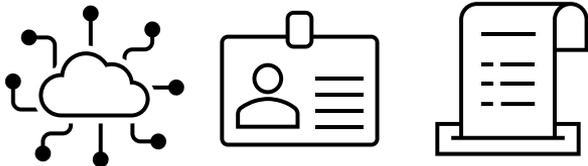
1

Incorporated > 200 reno / construction companies / clinics where > 30 entities were registered for GST



2

Exploited GST system by submitting multiples low GST refund claims (less S\$X) through the backdating of GST registration process

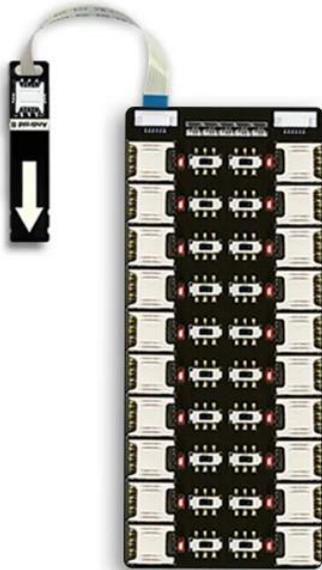


3

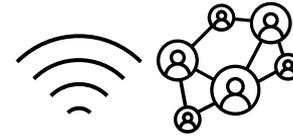
To frustrate investigation, use VPN, fall guys, created fake documents like invoices etc

Operation W – Multi-cell Refund Fraud

Example : Misuse of technology



- 1 SIM Card Adapter with 20 Slots
Multi SIM Card Reader Mini Nano
SIM with Independent Control



- 2 Syndicate used mobile network to file tax returns – shared telco network

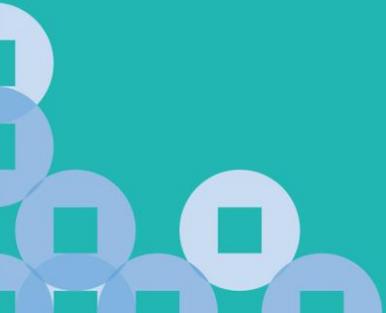


- 3 Syndicate exploited the obscurity afforded by the VPN software to avoid detection



- 4 Hijacked credentials of victims & fall guys to set up companies / bank accounts for fraud

Group Discussion

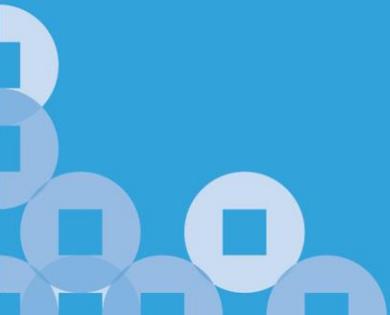


Questions (20 mins)

Please share your agency's experience on the various technologies used by the criminals? For example :

- Cryptocurrency
- Cracking the latest encryption technology for phones

Group Discussion

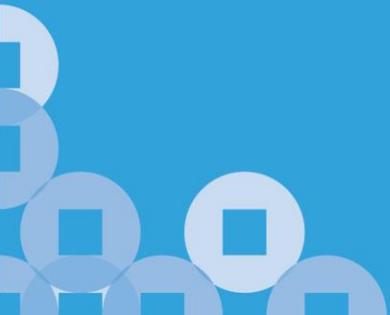


Group Discussion (40mins)

Discuss within your group :

- (1) Your country's AI strategy;
- (2) Your experience with AI;
- (3) Frauds / crimes that you have encountered involving AI;
- (4) Use of AI to combat the fraud

(3) Overview of Singapore's AI Strategy



Singapore National AI Strategy*

2019

We unveiled our first National AI Strategy, outlining plans to deepen the use of AI to transform our economy.

2023

Launched the **Singapore National AI Strategy 2.0 (NAIS 2.0)** in our ongoing pursuit of setting the pace

Video : <https://www.youtube.com/watch?v=6qHBTi3YQIQ>

Singapore National AI Strategy 2.0*



From Opportunity to Necessity

The expanded landscape of opportunities and risks brought forth by AI today make clear that AI is indispensable for the continued prosperity and relevance as a nation. We must master AI, rather than think of it merely as an accessory or a luxury.



From Local to Global

Singapore must operate, from the outset, with a global outlook for AI. We must connect to global networks, working with the best and pooling resources among the like-minded to overcome the complex challenges that plague AI today.



From Projects to Systems

We must further enhance our capability, infrastructure and resource foundations, and accelerate ideas exchange at scale, to amplify and manage the impact of AI across various sectors, and in economy and society at large.

*<https://www.smartnation.gov.sg/nais/>

Goals of Singapore National AI Strategy 2.0*



Excellence

Singapore will selectively develop peaks of excellence in AI, to advance the field and maximise value creation. We intend to direct AI towards addressing the needs and challenges of our time, such as in areas of global importance like population health and climate change.



Empowerment

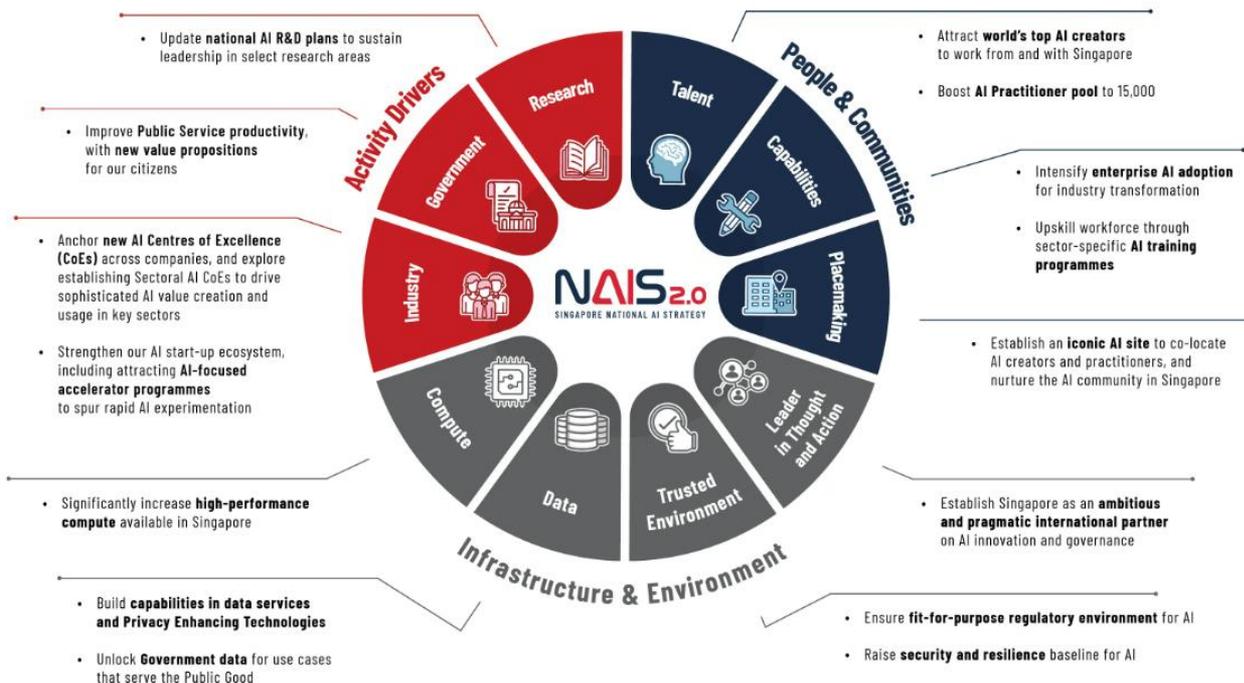
Singapore will raise up individuals, businesses, and communities to use AI with confidence, discernment, and trust. We intend for AI to be the great equaliser, which equips our people and businesses with the capabilities and resources to thrive in an AI-enabled future.

*<https://www.smartnation.gov.sg/nais/>

10 Enablers to achieve our vision and goals*

Harnessing AI for the public good

Our second National AI Strategy, or NAIS 2.0, outlines our vision for Singapore to be a place where AI serves as a force for good, and where we harness AI to uplift and empower our people and businesses. To achieve our vision and goals, we will direct efforts under NAIS 2.0 toward 3 Systems, working through 10 Enablers.



*<https://www.smartnation.gov.sg/nais/>

WOG DSAI Tools*



GovTech is the lead agency driving Singapore's Smart Nation initiative and public sector digital transformation. We harness the power of technology to make lives better for citizens, businesses, international audiences and the public service sector.

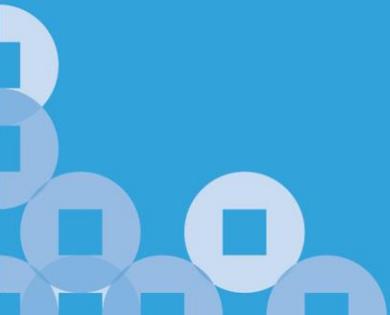
WOG DSAI Products

WOG AI & Data Product Catalogue curated by DDED:



*https://inex3.iras.gov.sg/sites/AnalyticsConnect/DSAI_Project_Submission/_layouts/15/start.aspx#/SitePages/Products.aspx

(3) Overview of IRAS AI Strategy



AI as a Strategic Capability

AI is identified as a strategic capability that enables IRAS to pursue desired outcomes in the organisation

- The objectives of AI are aligned with those under the IRAS Leveraging Analytics, Design and Digitalisation (LEA:D) transformation movement
 - To improve the **efficiency** and **effectiveness** of tax administration and enterprise grant disbursements
 - To deliver **anticipatory** and **integrated** services to taxpayers
 - To use **rich, entity-centric data** to develop intelligent applications
 - To build organizational and individual **capabilities** to leverage big data and AI



AI as a Strategic Capability

LEA:D Strategic Priorities



How to achieve it



What this means for IRAS' Data?



Anticipate Needs, Co-Create & Customise Solutions

Customise information, service delivery & compliance treatment

Collaborate & Co-create with community by default

- Right Data for the Right Subject at the Right Time
- Common, consistent definition and understanding of Data to facilitate collaborations and co-creations



Connect Digitally

Be 100% digital

Integrate tax seamlessly

Build smart & agile IT systems

- Increased opportunities to capture all data used in our work
- Appropriate data procurement process in place to ensure data captured can be integrated to our existing data pool and capable of supporting future analysis and operations.



Use Data Intelligently

Gain insights for smarter decision making

Think data first

Embed analytics in processes & systems

- Data must be accurate, timely and inter-operable across tax types, systems, and processes
- Required data must be accessible with the appropriate safeguards to maintain public confidence in our digital push



Build an Adaptable & High Performing Workforce

Build capabilities to excel in a digital workplace

Inculcate culture of innovation & experimentation

Collaborate in cross-functional teams

- Staff have ready access to resources to help them learn and understand the data available e.g meta-data, data dictionaries, ETL rules
- Staff is able to explore and use data freely in a secure environment.
- Staff is aware of its duty in ensuring data confidentiality

Scaling AI under IRAS Data Strategy

In FY2020, we formulated the **IRAS Data Strategy** to support our LEA:D 2.0 transformation. We seized the opportunity to identify new capabilities required to **scale up AI** developments in IRAS.

SETTING CONTEXT:
Key Shifts in LEA:D 2.0



WHY STRATEGISE:
Data Vision & Desired Outcomes

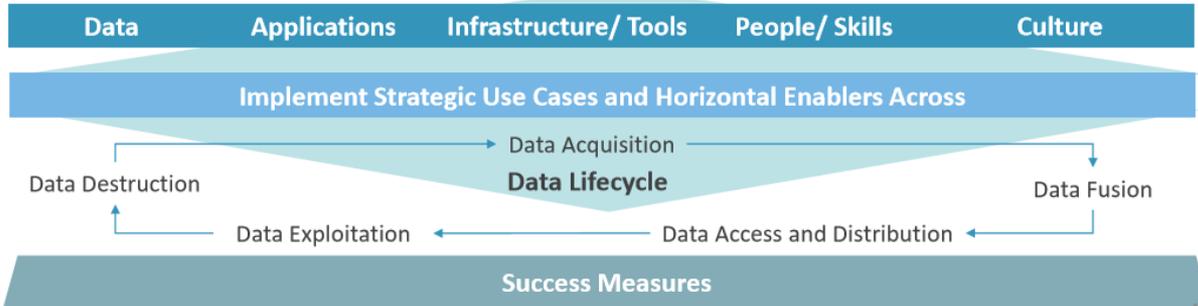
BY 2025/2030: BIG-DATA & AI-POWERED IRAS



WHAT PRIORITIES:
Key Strategies



HOW TO ACHIEVE:
Implement Strategic Use Cases & Horizontal Enablers across the Key Building Blocks and the Data Lifecycle



Key Pillars of IRAS AI Strategy

The **IRAS AI Strategy** has 4 key pillars:



Applications

Deliver high impact AI use-cases in an agile and continuous manner



Data

Acquire and utilize data effectively to meet AI needs



Infrastructure / Tools

Provide tools and acquire up-to-date AI capabilities in the long-term



People / Organisation

Develop central expertise and in-house AI capabilities

Our DSAI Goals and Vision

Aligning with the vision outlined in the IRAS' Data & AI Strategies, DDED's aim is to:

- Develop a set of enterprise DSAI product lines that enhance staff productivity, improve service and compliance processes across IRAS
- Continuously evolve and enhance the horizontal enablers that support or complement the DSAI product lines

BY2025/2030: BIG-DATA & AI-POWERED IRAS

AI Answering Assistant (A³)

A³ leverages Generative AI (Gen AI), Large Language Models (LLMs) and its reach to IRAS' tax knowledge bases to provide context-aware responses and tailored recommendations to augment IRAS workforce

Service & Content Analyser

The Service and Content Analyser generates taxpayer insights from data collected across different contact channels (e.g., emails, calls and live-chat) and/or tax types to enhance WOI service quality and content understanding

Compliance Toolbox

The Compliance Toolbox engineers ML/AI models and tools to strengthen IRAS' capabilities in uncovering tax non-compliance and fraud, which include the identification of potential tax fraud, gaming of payout schemes, and other irregularities

HORIZONTAL ENABLERS

Data Engineering Tools & Techniques:
Speech-to-text, OCR, ETL, etc.

Unified Data Platform
(UDP) + MLOps + Cloud
DSAI Environment

AI Governance

AI Productivity Tools (e.g.
Copilot, Pair, Azure AutoML etc)

Getting the Investigation & Forensic Division (IFD) ready for the future

IFD's Data Journey*



Before 2018 : Early Adoption of Analytics in IFD

- IRIN system containing tax data and key data obtained from other agencies
- Computer Forensics
- E-Discovery Tool
- Network analysis tool ("SNA")
- Digitising bank statements

2019 to 2022: Enhancing IFD's Analytics

Capability

- Optical character recognition ("OCR")
- Forensics Lite
- Automated Data Extraction (standard request) / Ad hoc Data Extraction (non-standard request)
- Transaction Tracing Tool
- Mobile Evidence Analytics Tool

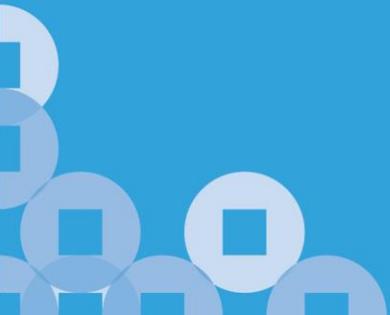


2023 onwards: Future of IFD's Analytics Capability

- Next generation network visualiser – Intelligent Network Analysis Tool ("iNAT")
- Cryptocurrencies
- Generative AI

* Fully implemented for use by all officers including investigators, intel analysts, field officers and auditors

(4) Analytics Tool for Investigators

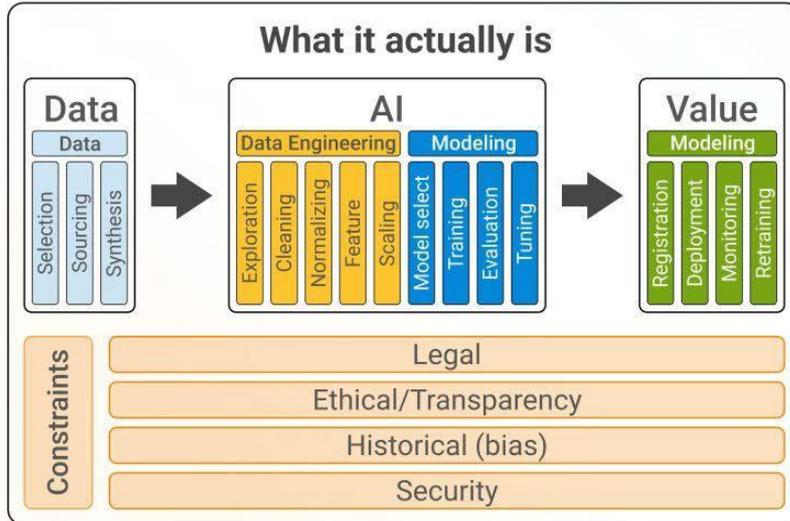
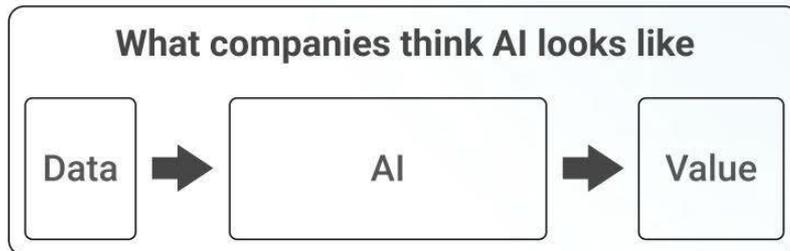


What are Data Analytics*?

*“Data analytics involves the process of examining **large and varied data sets** to **uncover hidden patterns, unknown correlations, market trends, customer preferences, and other useful information** that can help organizations make **more informed decisions**. It involves several steps, including data collection, cleansing, analysis, and interpretation. Data analytics utilizes various techniques, such as statistical analysis, machine learning, data mining, and predictive modeling, to extract insights from data. These insights can be used to optimize processes, improve performance, identify opportunities, mitigate risks, and gain a competitive advantage. Overall, data analytics plays a crucial role in modern business operations, scientific research, healthcare, finance, marketing, and many other fields.”*

**Source : [Big Data Analytics Overview \(openai.com\)](https://openai.com)*

What is AI?



What are Data Analytics (3mins video)?

- www.youtube.com/watch?v=ClOfxcxWNtw

What are Data Analytics*?

Data

Descriptive
How things are?

Predictive
How we believe things will be?

Prescriptive
How things ought to be?

Decision Support

Decision or
Recommendation

Decision Automation

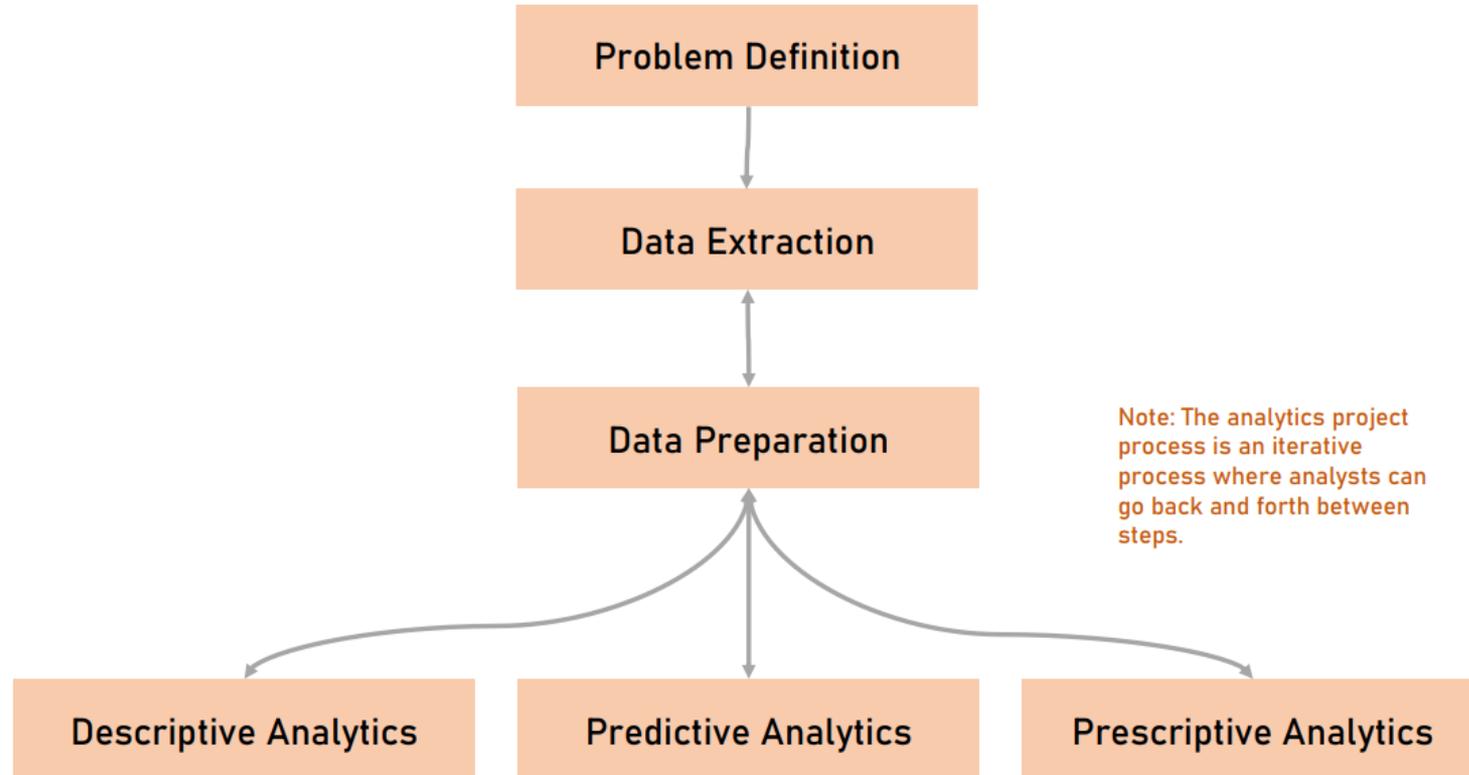
Deployed
action to
operational
systems

Analytics

Human intervention

*Source : IRAS' Analytics Toolkit

Data Analytics Project Process*



Data Analytics Project Process*

Problem Definition

Problem definition starts with identifying a problem, usually in the form of a symptom. Specifically, there is a need to understand:

1. What is the problem?
2. Who does it affect?
3. What is the impact of the problem, and what happens if left alone?
4. What does a successful solution look like?



Data Extraction

1. Identify the data required for the project. This involves asking:

- What data do we think we need?
- How will this be useful to achieving our objectives?
- What assumptions?
- How feasible is getting this data?

2. Determine the source of the data, which could be from internal or external sources
3. Evaluate reliability of data source
4. Extract the data from its source(s)
5. Combine the data from the various sources



Data Preparation

1. Assess quality of data
Data quality is affected by the way data is collected, entered in the system, stored and managed.

2. Clean the data
Correct incomplete, incorrect, inaccurate or irrelevant records from a dataset by removing irrelevant data / removing duplicates etc
3. Transform the data
4. Perform feature engineering and selection
5. Handle imbalanced datasets



Descriptive Analytics

To describe and understand what has happened using visualizations, statistics and unsupervised machine learning. This is also known as data exploratory analysis.

Predictive Analytics

To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Prescriptive Analytics

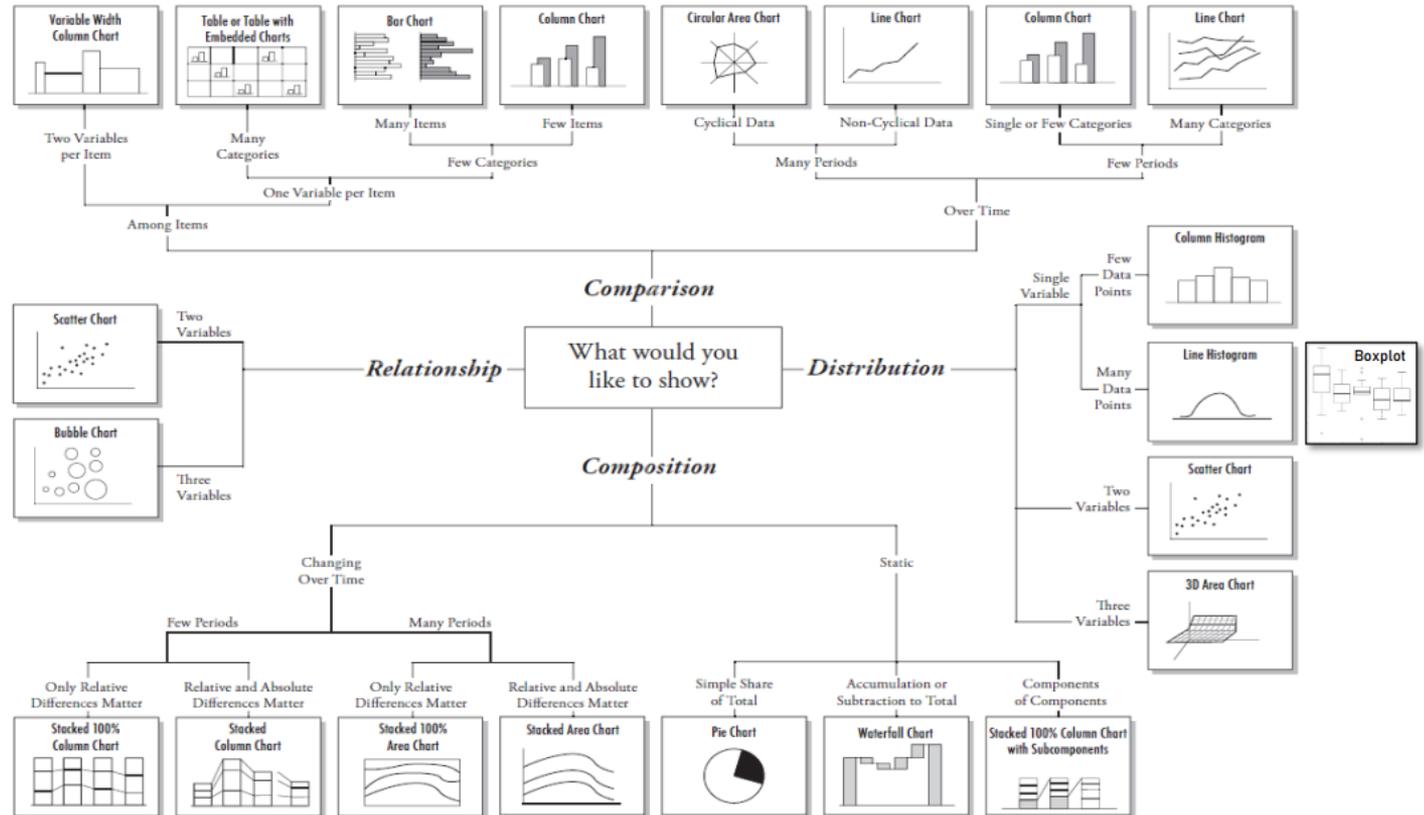
The goal is to automate future decisions which are defined programmatically through an analytic process. Thus, this future decision selected should be the one that gives an optimal outcome e.g. email recommender

Data Analytics Project Process*

Descriptive Analytics

To describe and understand what has happened using visualizations, statistics and unsupervised machine learning. This is also known as data exploratory analysis.

Depending on what you would like to show, you may use the following charts:



Data Analytics Project Process*

Predictive Analytics

To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Classification Models

S/N.	Model	Description	Examples
1	Logistic Regression	Logistic Regression predicts the probability of occurrence of an event by fitting data to a logit function	BLP for CTD, PIC cash payout projects
2	Naïve Bayes	Naïve Bayes are a family of powerful and easy-to-train classifiers that determine the probability of an outcome given a set of conditions using Bayes' theorem. It is useful for very large datasets as it is highly scalable.	-
3	Nearest Neighbour	The k-nearest-neighbors algorithm uses proximity as a proxy for 'sameness'. To label a new point, it looks at the labelled points closest to that new point (those are its nearest neighbors).	-
4	Decision Tree	Decision tree builds classification or regression models in the form of a tree structure. It breaks down a data set into smaller and smaller subsets while at the same time an associated decision tree is incrementally developed. The result is a tree with decision nodes and leaf nodes. It produces rules in simple English sentences, which can easily be interpreted and presented to senior management.	Potential Registrants Review Programme (PRRP)
5	Random Forest (Bagged/ Bootstrap trees)	Random forests are an ensemble learning method that operate by constructing a multitude of decision trees at training time and outputting the class that is the mode of the classes of the individual trees. The trees are trained using bagging where each model is trained by a random subset of the data. Random decision forests correct for decision trees' habit of over fitting to their training set.	Reoffender Study - Identifying Variable Importance for Filing Reoffence
6	Adaboost tree	Adaboost tree also uses an ensemble learning method but instead of bagging, it is trained using boosting where models are trained in a sequential way and each individual model learns from mistakes made by the previous model.	-
7	Linear Support Vector Machine (SVM)	SVM is based on the idea of finding a hyperplane that best divides a dataset into two classes	Study on Phoenix companies using SNA - Prioritize Companies Within Group
8	Neural Network	A neural network consists of units (neurons), arranged in layers, which convert an input vector into some output.	-

*Source : IRAS' Analytics Toolkit

Data Analytics Project Process*

Predictive Analytics

To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Classification Models

Confusion Matrix

Confusion Matrix is a performance measurement for the machine learning classification problems where the output can be two or more classes. It is a table with combinations of predicted and actual values.

A confusion matrix is defined as the table that is often used to describe the performance of a classification model on a set of the test data for which the true values are known.

		Actual Values	
		Positive (1)	Negative (0)
Predicted Values	Positive (1)	TP	FP
	Negative (0)	FN	TN

*Source :

<https://www.analyticsvidhya.com/blog/2017/07/metrics-to-evaluate-your-classification-model-to-take-the-right-decisions/>

Data Analytics Project Process*

Predictive Analytics

To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Classification Models

S/N.	Metric/ Chart	Description
1	Accuracy	The proportion of the total number of predictions that were correct.
2	Precision	The proportion of positive cases that were correctly identified.
3	Negative Predictive Value	The proportion of negative cases that were correctly identified.
4	Recall/Sensitivity/True positive rate	The proportion of actual positive cases which are correctly identified. This metric is useful where we are more concerned with minimizing false negatives.
5	Specificity	The proportion of actual negative cases that were correctly identified. This metric is useful where we are more concerned with minimizing false positives.
6	F1 score	The harmonic mean of precision and recall values. A model does well in F1 scores if the positive predicted are actually positives (precision) and it doesn't miss out on positives and predicts them negative (recall).
7	Gain	The cumulative gain chart tells us the percentage of true positive captured at each decile.
8	Lift	Lift is a measure of the effectiveness of a predictive model calculated. It is the ratio between the percentage of true positives captured with and without the predictive model at each decile. The baseline lift result is 1 using no model.
9	Kolomogororov Smirnov Chart	K-S is a measure of the degree of separation between the positive and negative distributions. The K-S is 100, if the scores partition the population into two separate groups in which one group contains all the positives and the other all the negatives. On the other hand, if the model cannot differentiate between positives and negatives, then it is as if the model selects cases randomly from the population. The K-S would be 0. The higher the value the better the model is at separating the positive from negative cases.
10	AUC - ROC	The Receiver operating characteristics curve (ROC) is used to plot between true positive rate (TPR) and false positive prate (FPR) for various threshold values, also known as the sensitivity and 1-specificity graph. The area under curve (AUC) is utilized for setting the threshold of cut-off probability to classify the predicted probability into various classes. An excellent model has AUC near to the 1 which means it has good measure of separability. A poor model has AUC near to the 0 which means it has worst measure of separability. And when AUC is 0.5, it means model has no class separation capacity whatsoever.

Data Analytics Project Process*

Predictive Analytics

To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Regression Models

S/N.	Model	Description
1	Linear Regression	<p>The relationship between the features and target is assumed to be linear in nature. Assumptions of linear regression include:</p> <ul style="list-style-type: none">• There must be a linear relation between independent and dependent variables.• There should not be any outliers present.• No heteroscedasticity• Sample observations should be independent.• Error terms should be normally distributed with mean 0 and constant variance.• Absence of multicollinearity and auto-correlation.
2	Non-linear / Polynomial Regression	<p>The relationship between the features and target cannot be assumed to be linear in nature. It fits a nonlinear equation by taking polynomial functions of independent variable.</p>
3	Lasso/ Ridge Regression	<p>Lasso/ Ridge Regression helps solve the problem of overfitting in linear regression. It adds a penalty term to the objective function using regularization. It is useful where there is:</p> <ul style="list-style-type: none">• Large number of features• Low ratio of observations to number of features• High multi-collinearity
4	Elastic Net Regression	<p>Elastic Net Regression is preferred over both ridge and lasso regression when one is dealing with highly correlated independent variables.</p>
5	Neural Network	<p>A neural network consists of units (neurons), arranged in layers, which convert an input vector into some output.</p>

Data Analytics Project Process*

Predictive Analytics

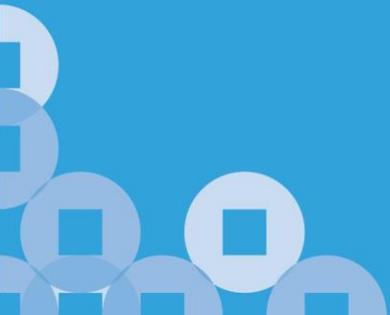
To predict a future business phenomenon using supervised machine learning techniques. For example, to anticipate which taxpayers are more likely to default.

Regression Models

S/N.	Metric/ Chart	Description
1	Root Mean Squared Error	RMSE is the most popular evaluation metric used in regression problems. It follows an assumption that error is unbiased and follow a normal distribution. It can range from between 0 and infinity. The lower the value, the better the model.
2	Mean Absolute Error	MAE measures the average of all absolute errors. It answers the question, "How far were you off in your predictions, on average?"
3	R-Squared	R-Squares is the proportion of variance explained by the model. The higher the R-squared, the better the model.
4	Adjusted R-Squared	Adjusted R-squared accounts for the addition of more predictor variables. Adjusted R-squared will only increase with a new predictor variable when that variable improves the model performance more than would be expect by chance. The higher the Adjusted R-squared, the better the model.
5	Mean Squared Error	MSE measures the average of the squares of errors.
6	Range of prediction	Range is the maximum and minimum value in the predicted values. It helps us to understand the dispersion of predicted values between models

Kahoot!

Leveraging on technology & analytics in financial investigation



Analytics as a gatekeeper

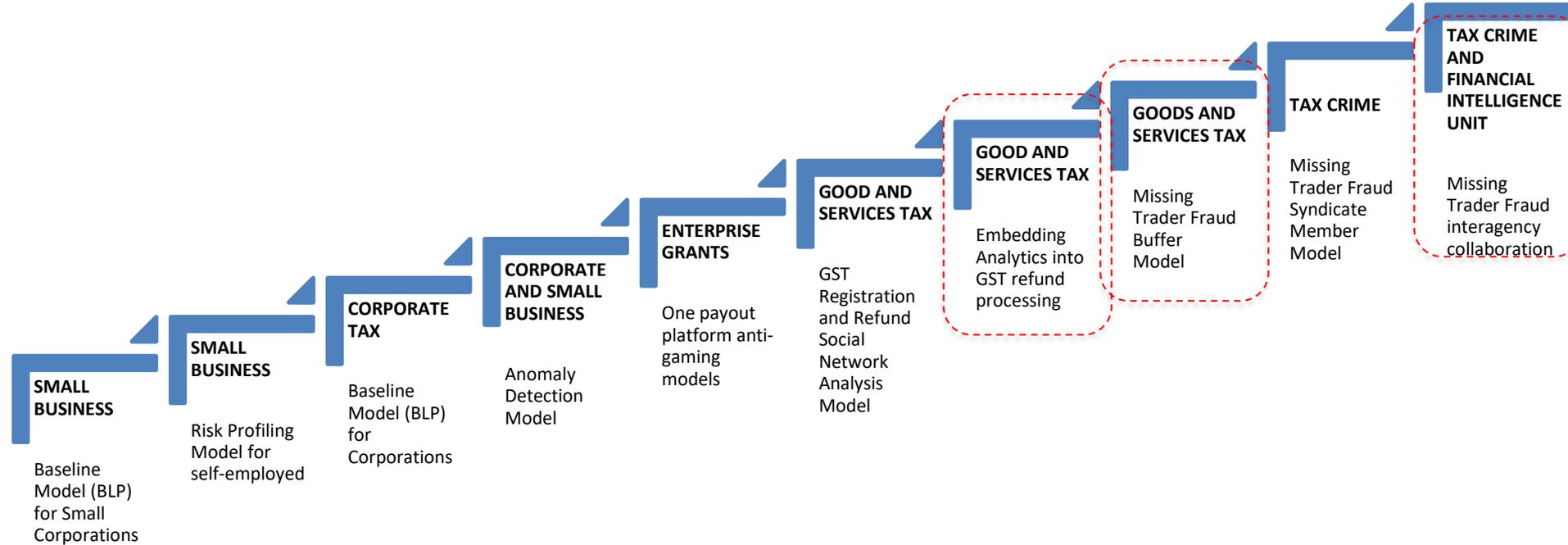


Over the years, IRAS has deepened our analytics capability where various analytics tools were developed to detect crimes proactively

Analytics as a gatekeeper - Overview



Tax Fraud / Evasion

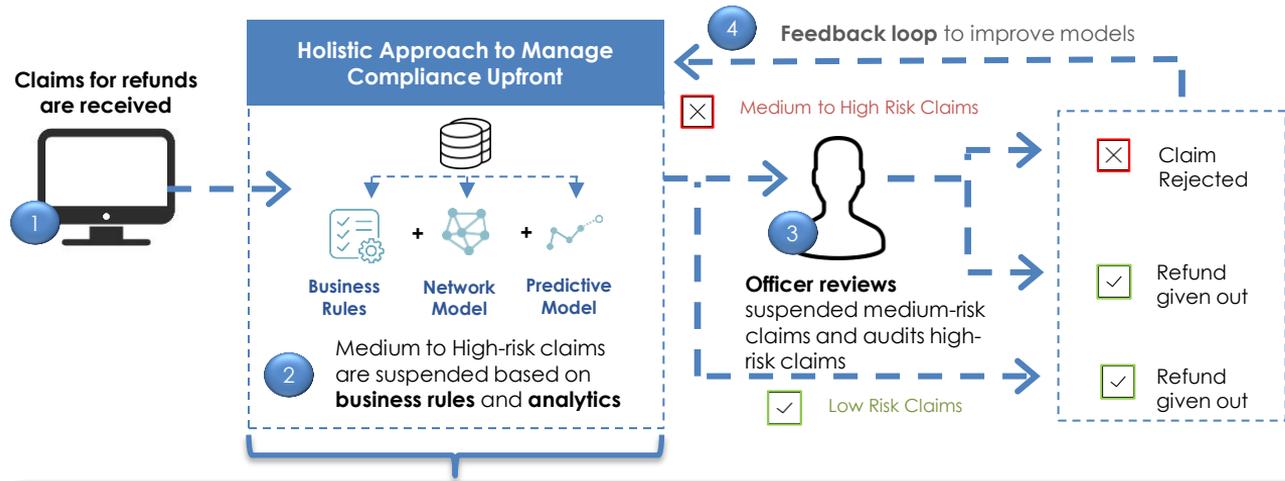


Tax Non-Compliance

(1) Embedding Analytics into GST Refund Process

Embedding of **2 analytics models** within the GST Refund Process to identify risky refunds:

- Pre-Refund Analytics (PRA) Model
- Social Network Analysis (SNA) Model



Returns are scored by a mixture of on-the-fly rules that score instantaneously and pre-computed scores

On-the fly scoring

- SNA transaction rules and PRA model score returns as they are received
- Historical data needed for scoring is aggregated beforehand

Ensures scoring accuracy



Pre-computed scores

- For SNA entity/network scores that are largely static
- Scores are refreshed in fixed intervals within SNA system

Minimises computing effort



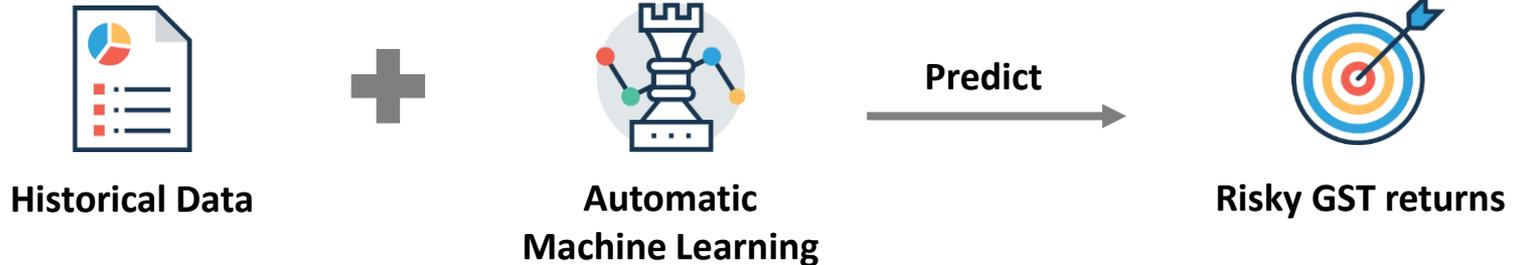
Σ Analytics Scores

Final Analytics scores

(2) Missing Trader Fraud (“MTF”) Buffer Model

The MTF Buffer Model augments IRAS’ analytical capabilities with the use of an Auto Machine Learning solution to aid our fight against Missing Trader Fraud

- Enable IRAS to pre-emptively detect buffer entities engaging in MTF activity and **disrupt the supply chain early**
- **AutoML model** trained on known buffers and non-buffers
- Scoring is performed on GST returns to generate a score of **the likelihood that the return displays buffer-like attributes.**

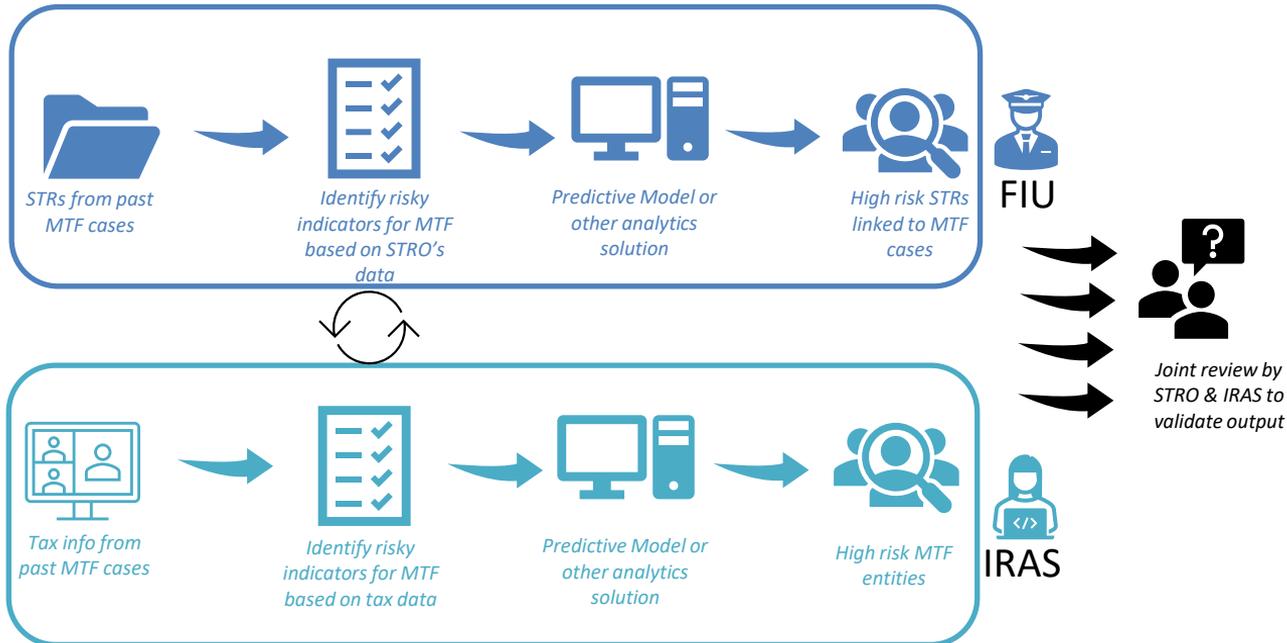


Results

Model was **3 times more effective** in detecting MTF buffer entities compared to traditional approaches, allowing IRAS to detect **>\$30m of potential tax fraud.**

(3) IRAS / FIU Interagency Analytics Collaboration

The IRAS-FIU interagency analytics collaboration adopts a federated data analytics approach to better identify Missing Trader Fraud (“MTF”) in IRAS and STRO’s respective systems



Progress to date

- Collaboration with our Financial Intelligence Unit (“FIU”) from the Singapore Police Force to develop analytics models using past STRs filed / tax info from MTF entities to identify unknown MTF cases / clusters.
- Promising results from pilot project – identified 3 entities that were under investigation. Plans to work with FIU to enhance models

Analytics for operational analysis



IRAS employs analytics to amplify intelligence for better sense-making and targeting

Enterprise Network Visualising Tool - Intelligent Network Analysis Tool (“iNAT”)

iNAT helps officers easily connect suspicious entities, even if they are linked by a complicated network of entity ownership, business transactions, and personal relations over multiple hops.

Intelligent Network Analysis Tool

A holistic view of a taxpayer's relationships

For IRAS auditors & investigators to conduct effective risk identification and investigations

17

Entities & Relationship Types

25,000,000

Entities

70,000,000

Relationships

Investigate Missing Trader Fraud

Missing Trader Fraud involves a group of traders performing organised activities to claim fraudulent tax refunds from IRAS. Using the iNAT, investigators can plot and find related parties of the suspected trader(s).

Evaluate related party transactions

Taxpayers are to apply the arm's length principle to ensure that the pricing of their transactions with their related parties reflects independent pricing. Using the iNAT, auditors can find the relationship between two parties.

Real-time Graph Analytics



Map networks

Find linkages between entities

Identify influential entities

Within seconds

Customizable



Upload self-collected data

Add/remove nodes/links

Colour & design your network

At your own convenience

Intelligent Risk Scoring



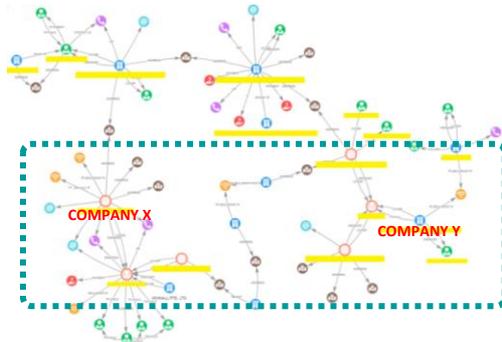
Coming soon

Enterprise Network Visualising Tool - Intelligent Network Analysis Tool (“iNAT”)

iNAT helps officers easily connect suspicious entities, even if they are linked by a complicated network of entity ownership, business transactions, and personal relations over multiple hops.

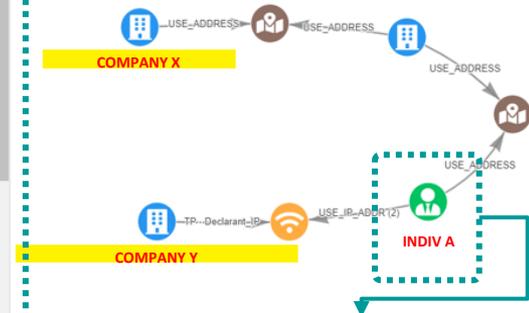
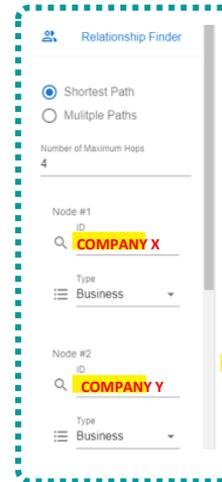
Example of iNAT applied to Missing Trader Fraud (“MTF”) investigations

- 1 X and Y are missing traders in a Missing Trader Fraud scheme that involved **\$114 Million in fictitious sales** and over **70 entities**.



Part of MTF network involving X and Y

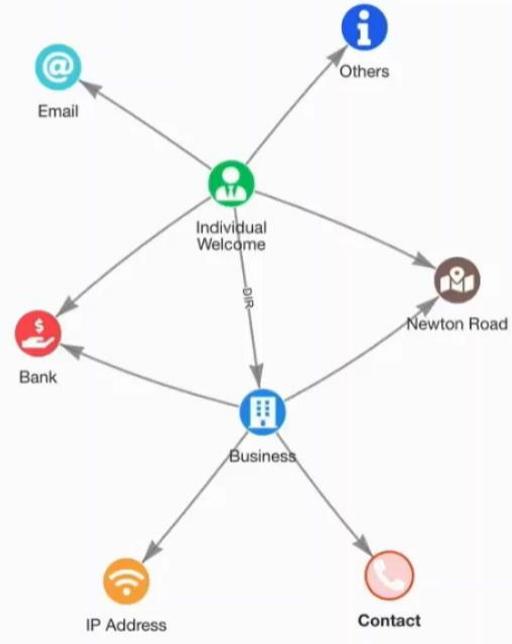
- 2 With iNAT’s Relationship Finder feature, IOs can access rich **relational databases** and visualize the links between X and Y



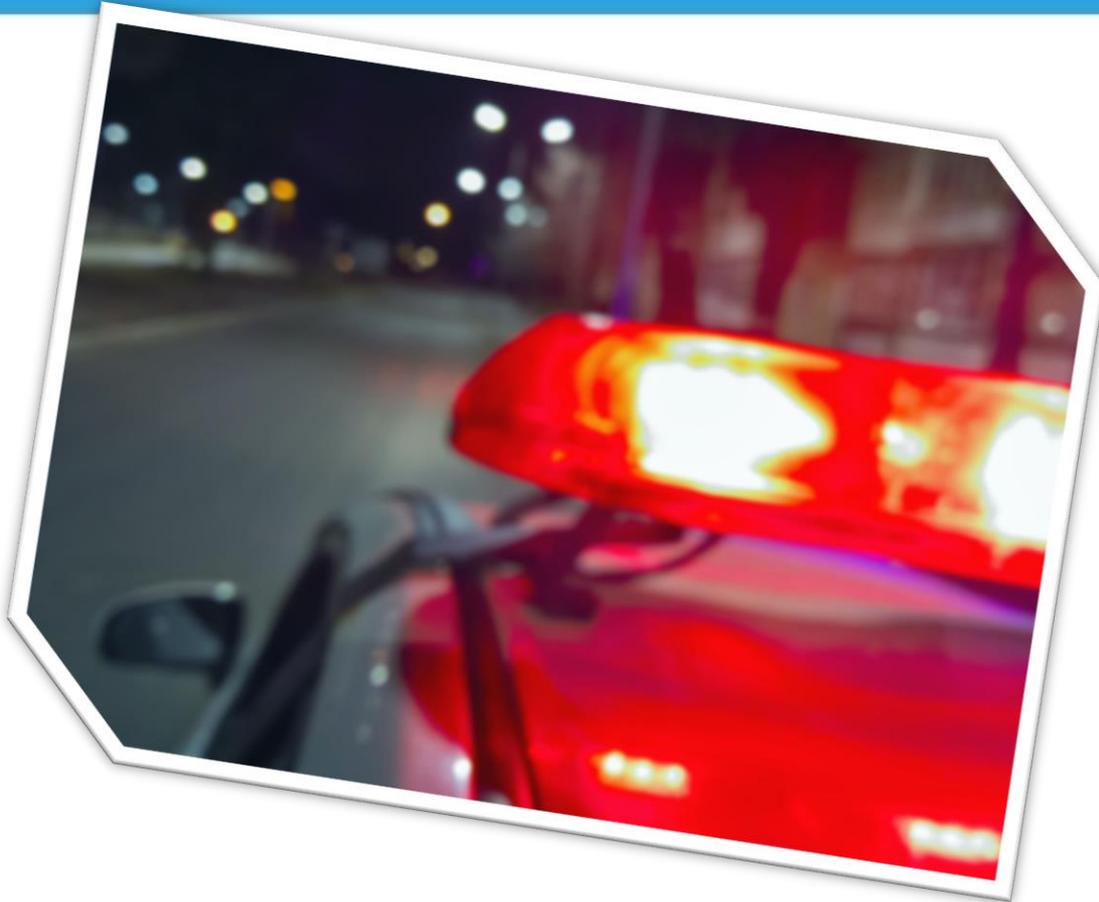
- 3 A is quickly uncovered as a suspicious individual who shares location and IP address with X and Y. **IOs can expand targeted investigations on A.**

- Search icon
- Person icon
- Group of people icon
- Filter icon
- Person with plus icon
- Network diagram icon
- Search icon
- Document icon
- Help icon

- Green circle with person icon
- Orange circle with plus person icon
- Blue circle with link icon
- Green circle with list icon
- Purple circle with link icon
- Cyan circle with group icon
- Red circle with camera icon



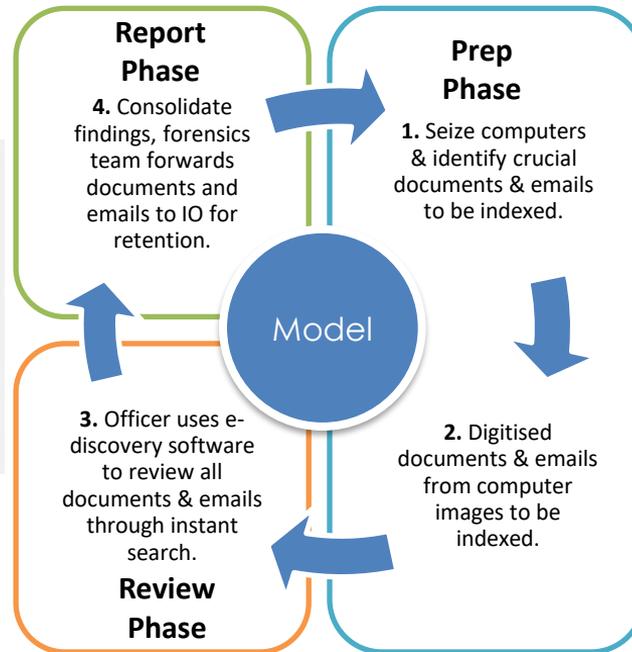
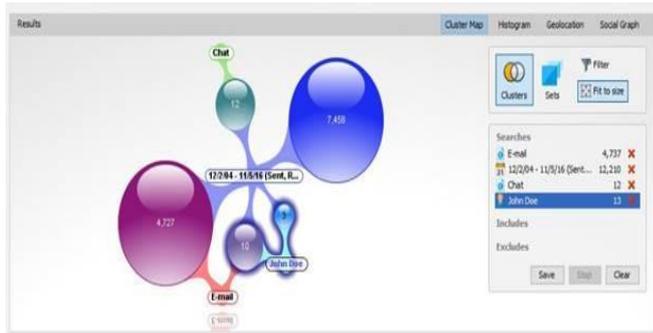
Analytics for investigative efficiency



*Democratising
analytics to all
officers for greater
speed and
effectiveness of
casework during
investigation*

e-Discovery : Self-review Workstation

Investigation and eDiscovery software tool for single users who need to process, search, filter and produce amounts of digital evidence.

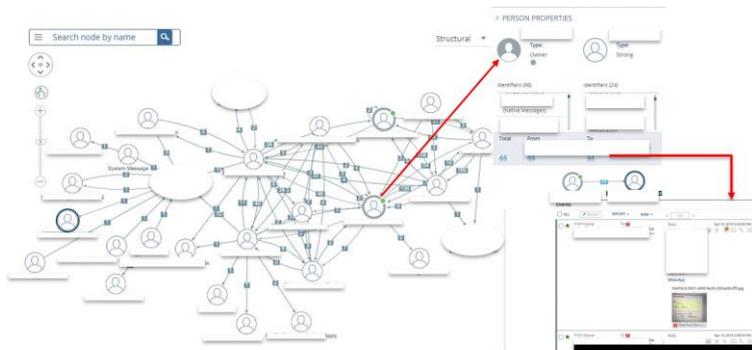


Benefits

Users can quickly and easily process, search, review, and analyze digital evidence obtained. The easy-to-use interface and Cluster Map allows analysts to quickly find critical data, visualise relevant relationships, and drill down to the most pertinent data.

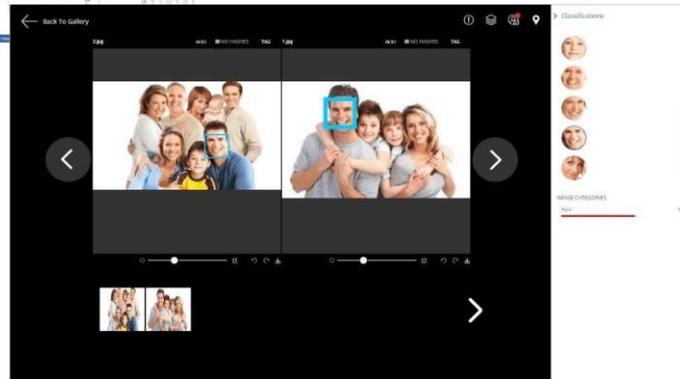
Mobile Evidence Analytics

Allows multiple mobile devices to be reviewed simultaneously and provides a contextual view of the relationships between devices



Relationship/Graph View

Face/Image Similarity Recognition



Benefits

- Enable multiple users to access at once to look at different facets of a syndicated case
- Other capabilities like facial recognition also allowed users to identify new subjects / relationships

Automated Data Extraction project

Improve productivity of users when reviewing case by automating some of the data extraction process from IRAS' various databases and charts / tables are provided for ease of analysis



Close to **300** data fields were extracted from various databases

(> 150 data fields for business & > 100 data fields for individual)



> **10 Key financial ratios** (e.g. Industry Gross Profit Margin) & network analysis are incorporated to supplement background check



Up to **30%** of First Level Report ("FLR" – report submitted by Intel Analyst) is pre-filled with requisite information from extracted data



> **10 charts and tables** are created using POWER BI to facilitate user's review and analysis

Automated Data Extraction project

Key Benefits



Data from IRAS database is extracted automatically by running a code



Report template is pre-filled with information extracted via DW



The report template is linked to POWER BI for data visualization



Productivity gained from manual to automated data extraction process (1-3 mandays to 1-2 hours)

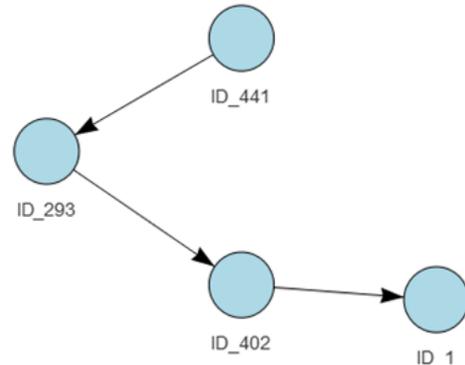
Transaction Tracing Tool (“TTT”)

Facilitate mapping of the supply chains for syndicated cases by providing officers with the entire flow of transactions based on a selected transaction

- Some Missing Trader Fraud (“MTF”) clusters involved **large number of entities** (up to 50 entities per cluster) with **high transactional volume** (may be more than 10,000 transactions per cluster).
- After ingesting the transactional data, TTT will provide the supply chain by mapping out the predicted transaction flow for the users



Network Visualisation of transactions



Predicted Transaction Flow in Supply Chain

Transaction Tracing Tool (“TTT”)

Key Benefits



Productivity gained by analysing large amount of transactions effectively – can quickly identify the fraudulent supply chains



- Saved effort of reading and matching invoice no & date, long text descriptions, quantity of goods
- Saved time from manually drawing supply chains



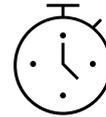
Officers can complete the tracing within 6.5 to 9.5 manhours by using TTT compared to 9.5 to 12.5 manhours when tracing transactions manually

Transaction Tracing Tool (“TTT”)

Key Benefits



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- Saved time from manually drawing supply chains



Officers can complete the tracing within 6.5 to 9.5 manhours by using TTT compared to 9.5 to 12.5 manhours when tracing transactions manually

Automated Bank Deposit Analysis Tool (NEW – Oct 2024)

- With increased use of digital payment over cash[^], we also see spike in the volume of banking transactions. The Automated Bank Deposit Analysis Tool was developed to analyse voluminous banking info accurately and quickly.
 - At intel level – to determine if there is prima facie case of tax evasion;
 - At investigation level - in the absence of accounting records, to compute the actual income and turnover of an entity;
 - For money laundering – to trace the flow of the proceeds of crime

Step 1 - Collect

Collected data from banks.

Step 2 - Insert

Place the raw data files into the appropriate subfolders of the Input Files folder in File Explorer, based on whether the data is from POET or ABBY.

Step 3 – Run

Execute the automation using the data from the Input Files folder using Python. Summary statistics are also provided in the Python notebook for initial analysis.

Step 4 –Generate Pivot Table with Excel

Save the CSV file in another folder and open the output file with Excel to generate the Pivot Table.

4 Steps to run Tool

[^] Article on Yahoo!Finance dated 12 Aug 2024 : [“Card payments in Singapore to grow by 14.3% in 2024, forecasts GlobalData”](#)

Automated Bank Deposit Analysis Tool (NEW – Oct 2024)

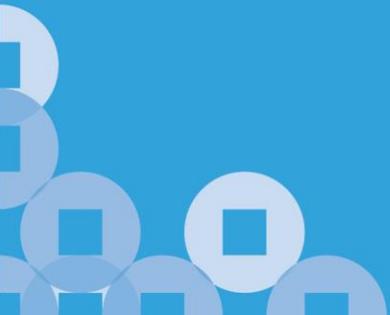
Pivot table manually generated with Excel

Year	(All)	
Row Labels	Sum of Deposits	Sum of Withdrawals
Advice	129.90	
Bill Payment	-	704,627.69
Bonus Interest	10.26	
CARE AND SUPPORT GOVT PAYI	300.00	
Cash Deposit Machine	374,810.00	-
Cash Withdrawal	-	94,858.75
CashCard Refund-ATM	9.91	
CashCard/FlashPay Top-up		250.00
Cheque Deposit	70,940.77	-
CR Adjustment-IATM	3.14	-
Debit Adj-IATM		13.28
Debit Card transaction		6,442.78
FAST PAYMENT		635,052.06
FAST RECEIPT	446,024.08	
FUND TRANSFER - PAYMENTS	-	1,831,365.71
FUND TRANSFER - RECEIPTS	324,080.93	-
GIRO	107,474.27	36,466.44
GOVT PAYOUT	600.00	
GST VOUCHER	600.00	
Interest Credit	48.67	-
Inward Credit-FAST	1,796,793.33	-
Misc CR-Debit Card	2,566.19	-
Misc Credit	5,150.00	
NETS CashC	140.00	2,945.00
NETS Debit-Consumer	-	10,157.98
NTUC SIRSPAYOUT	3,000.00	
Payment - Purtier	17,566.52	
Payment - Transferwise	47,951.80	
PAYNOW-FAST		673.37
Point-of-Sale Transaction		3,582.00
SALARY		21,700.00
Service Charge	0.50	168.00
Transfer - Chong	23,903.00	196,075.00
Transfer - Jayden		226,528.31
TT	568,991.35	150.24
Grand Total	3,797,094.62	3,771,056.61

Pivot Table generated with automation using Python

	Deposit	Withdrawal
Category 1		
FAST	\$433,662	\$374,429
Inward Cash	\$374,820	\$87,109
Inward Transfer	\$204,696	\$0
Misc	\$332	\$597,844
NA	\$57,632	\$23,818
Outward Cash	\$0	\$3,570
Outward Transfer	\$115,121	\$1,649,330
Payment	\$367,128	\$852,239
Point of Sale	\$0	\$3,582
Receipt	\$2,243,703	\$179,135
All	\$3,797,095	\$3,771,057

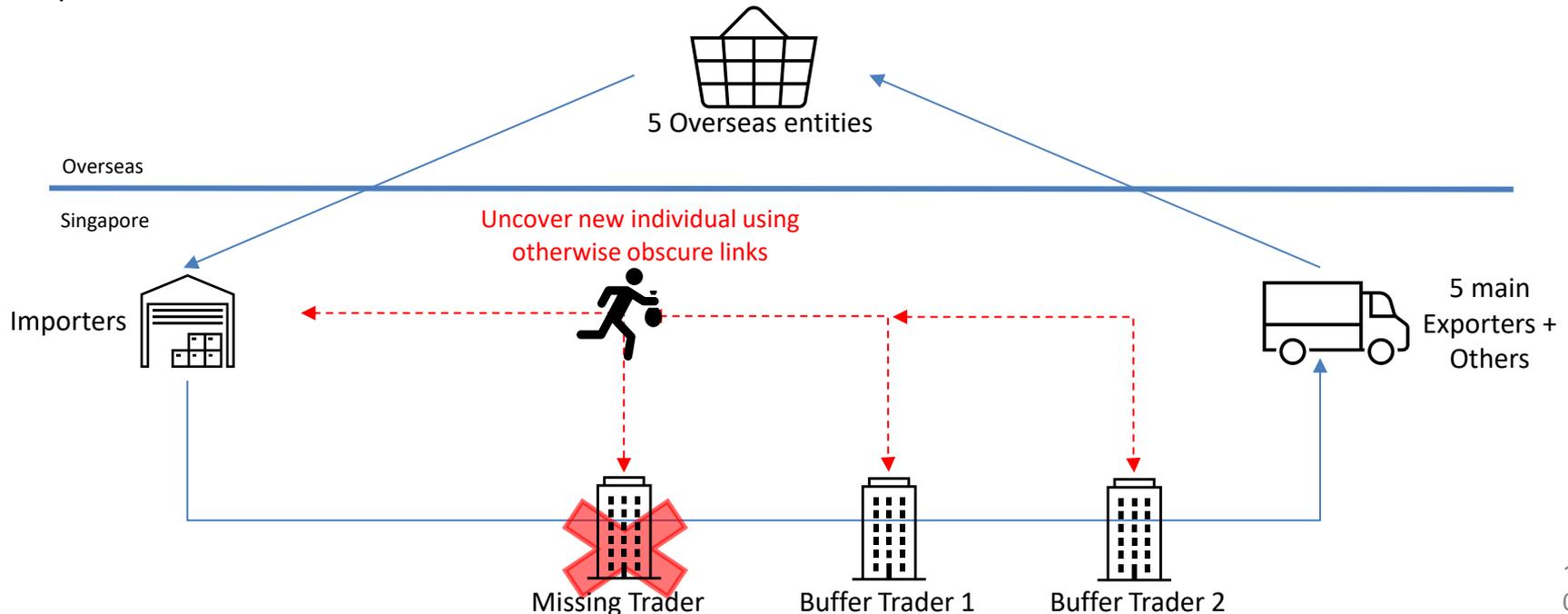
Case Studies



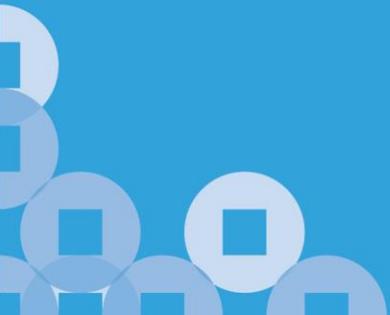
Case Sharing – Using Network Tool to Link Entities

Operation Wand

- Suspected GST Refund Fraud case
- More than 20 entities / individuals in cluster
- Complex network and transactions

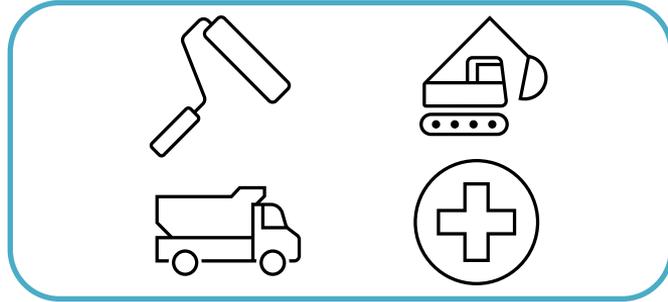


Group Discussion



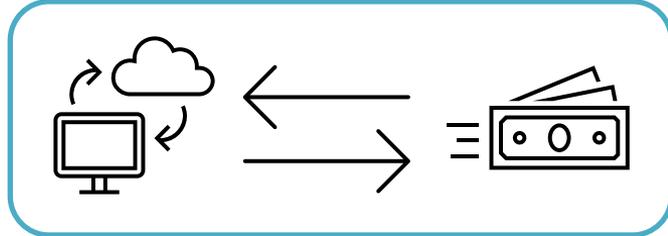
Group Discussion (20 mins)

Exploit loopholes in Singapore Tax System to obtain GST refunds



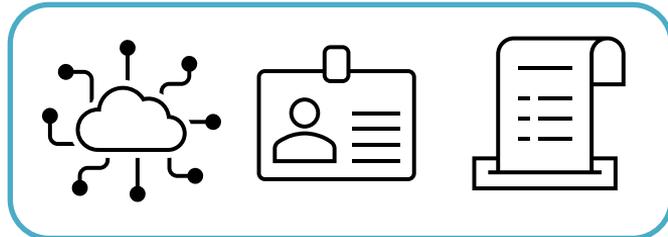
1

Incorporated > 200 reno / construction companies / clinics where > 30 entities were registered for GST



2

Exploited GST system by submitting multiples low GST refund claims (less S\$X) through the backdating of GST registration process



3

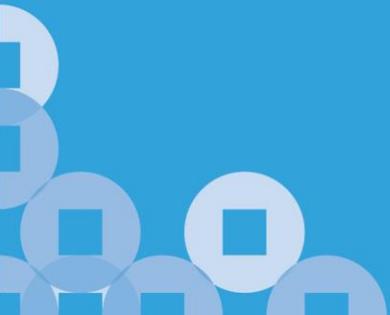
To frustrate investigation, use VPN, fall guys, created fake documents like invoices etc

Group Discussion (20 mins)

Any AI / analytics tool(s) you think can be used to tackle the fraud?

- Tools to enhance case detection
- Tools to enhance improve productivity when analysing the cluster

Large Language Models



Understanding Generative AI*

Understanding Generative AI

Defining Generative AI

To understand generative artificial intelligence (GenAI), we first need to understand how the technology builds from each of the AI subcategories listed below.

Expert System AI
Programmers teach AI exactly how to solve specific problems by providing precise instructions and steps.

Artificial Intelligence

The theory and methods to build machines that think and act like humans.

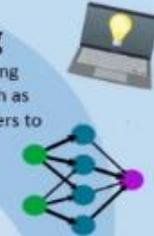


Machine Learning

The ability for computers to learn from experience or data without human programming.

Deep Learning

Mimics the human brain using artificial neural networks such as **transformers** to allow computers to perform complex tasks.



Generative AI

Generates new text, audio, images, video or code based on content it has been **pre-trained** on.



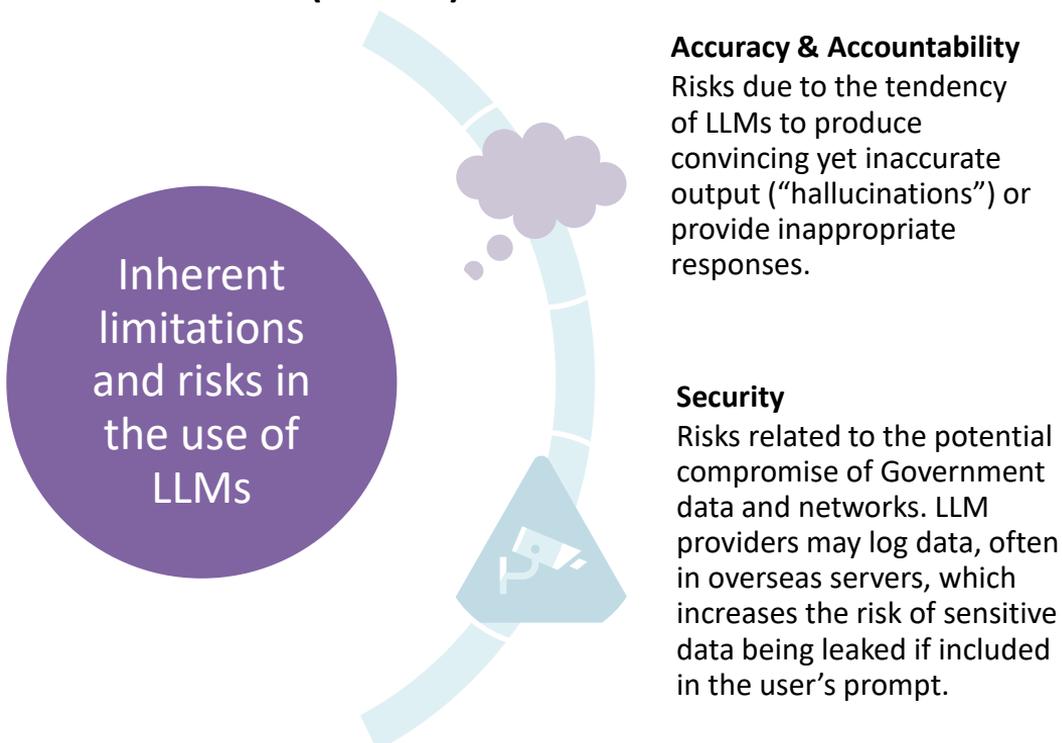
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aiforeducation.io

*Source :
<https://guides.emich.edu/c.php?g=1374152&p=10158462>

Large Language Models (LLMs)

Advisory from the Prime Minister Office (“PMO”) on use of LLMs for Government Agencies



Inherent limitations and risks in the use of LLMs

The diagram features a central purple circle with the text 'Inherent limitations and risks in the use of LLMs'. A light blue curved line extends from the right side of this circle, branching into two paths. The upper path leads to a purple cloud icon, which is associated with the 'Accuracy & Accountability' section. The lower path leads to a light blue shield icon with a white document symbol, which is associated with the 'Security' section.

Accuracy & Accountability

Risks due to the tendency of LLMs to produce convincing yet inaccurate output (“hallucinations”) or provide inappropriate responses.

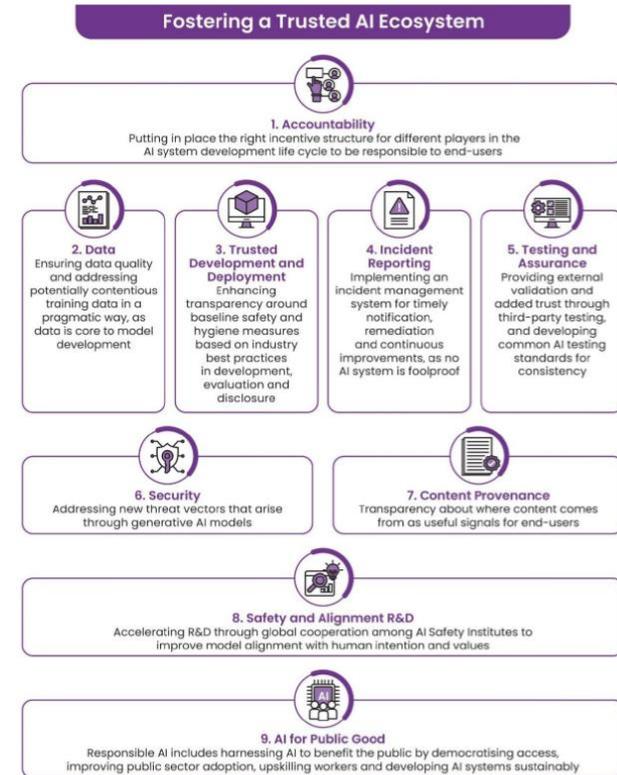
Security

Risks related to the potential compromise of Government data and networks. LLM providers may log data, often in overseas servers, which increases the risk of sensitive data being leaked if included in the user’s prompt.

Large Language Models (LLMs)

Governance Framework for Generative AI – issued by the Infocomm Media Development Authority (IMDA)*

Annex A: Nine Dimensions of the Model AI Governance Framework for Generative AI



*<https://www.imda.gov.sg/-/media/imda/files/news-and-events/media-room/media-releases/2024/05/annex-a-nine-dimensions-of-the-model-ai-governance-framework-for-generative-ai.pdf>

IRAS' Experiment of Large Language Models (LLMs)

IRAS are currently limiting the exploration of LLMs in the domain of productivity aid and information retrieval while managing the risks involved. One potential use case for investigation is to use LLM to extract key names mentioned in statement / document.

Extract Key Names mentioned in the Statement

Entity Name	Email	Contact Number	Address
POI 1	d@lone2u.com	N/A	N/A
POI 2	@lone2u.com	N/A	N/A
COI A Pte Ltd	@lone2u.com	N/A	221 Address jS159557
POI 3	N/A	N/A	N/A
COI B	N/A	N/A	N/A
POI 4	N/A	N/A	N/A
COI C	N/A	N/A	N/A
COI D	N/A	N/A	N/A
COI E	N/A	N/A	N/A
POI 5	.com.sg	N/A	N/A

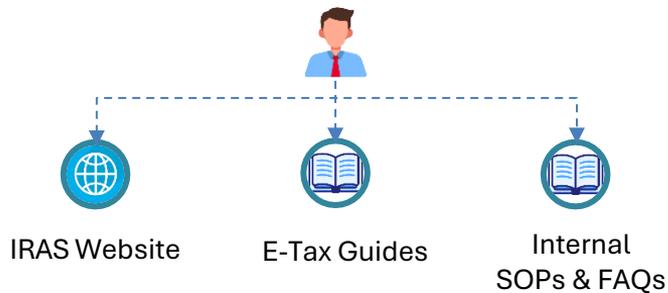
- **Pair Chat** is a free, fast and secure version of ChatGPT, and is currently available and free to use for all public officers. It is currently powered by the same Large Language Model underlying ChatGPT.
- Pair Chat has been cleared by the Smart Nation and Digital Government Office (SNDGO) for public officer use (up to certain data classification).
- Depending on the prompt, the no. of extracted entities extracted differ.

IRAS' Experiment of Large Language Models (LLMs)

- IRASearch (Beta Version)

Challenges

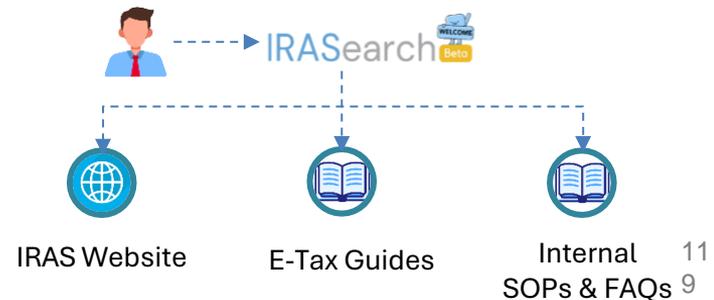
Currently, tax officers need consult multiple sources of information to answer tax inquiries. This could be onerous and time consuming, especially for new tax officers.



Approach

In 2023, IRASearch was developed to assist staff in addressing tax inquiries more effectively. It is an intelligent search engine that leverages Gen AI/LLMs and references authoritative data sources.

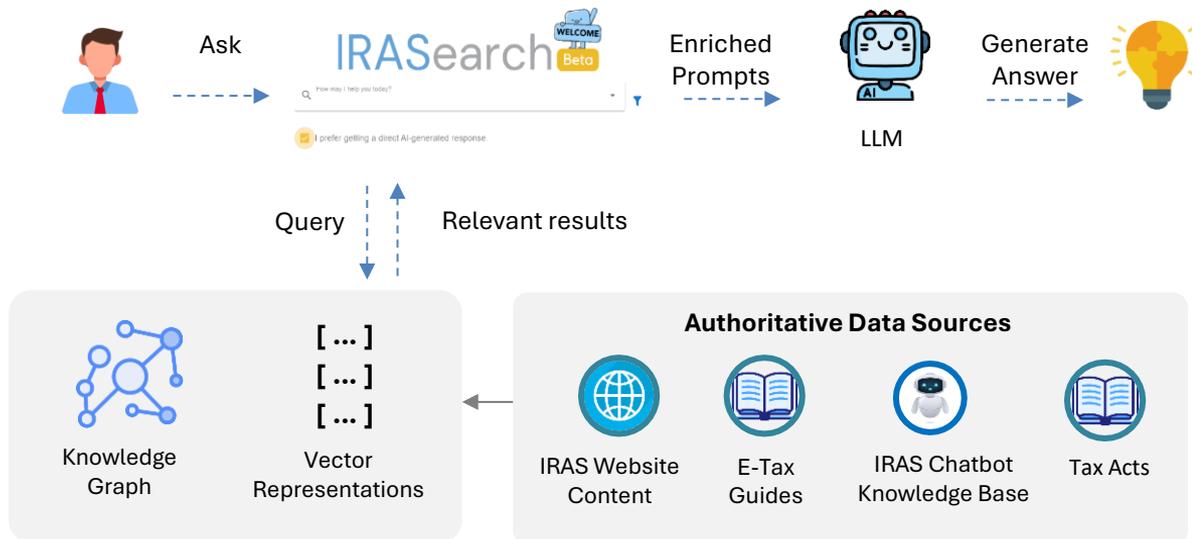
In-House IRASearch



IRAS' Experiment of Large Language Models (LLMs)

The IRASearch is an in-house search engine and Q&A system that delivers more relevant and reliable responses.

Harnesses the power of Gen AI and LLMs



1

Transforms text queries into intent and enhances search with a hybrid methodology, using keyword search and semantic search.

2

Utilises Retrieval-Augmented Generation (RAG) and references authoritative data sources to deliver more reliable and contextually relevant results.

3

Provides customised content generation and assists frontliners with tax inquiries to improve service delivery and operational efficiency.

IRAS' Experiment of Large Language Models (LLMs)

Pilot testing showed that the Q&A functionality in IRASearch is effective in generating accurate and relevant responses

Integrating Retrieval & Generation Models for Improved Q&A

IRASearch Hello,

* Content is AI Generated. Please be mindful of hallucinations and never use the output without proper check.

Generated Answer ★★★★★

No, single mothers cannot claim Working Mother Child Relief (WMCR). WMCR is only available for working mothers who are married, divorced, or widowed and are maintaining an unmarried Singapore Citizen child in the preceding year. Single taxpayers, including single mothers, are not eligible for this relief. However, unmarried single parents who are maintaining a child can still claim for Qualifying Child Relief (QCR) as an administrative concession. QCR applies to both single mothers and single fathers, including those with illegitimate children. To claim QCR, you can email your claim request via myTax Mail in myTax Portal within each Year of Assessment.

Citation

- Can single mum claim Working Mother Child Relief (WMCR) in respect to her child born out of wedlock (i.e. the child is illegitimate)
- [Q&A] FAQ on Child Related Relief for Single Parents
- [Q&A] FAQ on Working Mother Child Relief (WMCR)
- Tax savings for married couples and families - Working Mother's Child Relief (WMCR)
- Tax savings for married couples and families - Claiming WMCR on the first child

Search results were passed on to generation model along with the original query to produce a coherent and informative response

ENHANCE ANSWER

The Q&A functionality is tailored for tax-related inquiries via customised OpenAI backend system prompts.

94%

Found Relevant Answers from Generated Responses

In Sep 2023, pilot testing showed that 94% of users found relevant answers when trying out the new Q&A feature in IRASearch. Enhancements were subsequently made to improve the relevancy and reliability of the AI-generated responses.

IRAS' Experiment of Large Language Models (LLMs)

Deployment of IRASearch for 2024's IIT Filing Season proved useful for newer staff; enhancements needed to increase adoption and productivity gains

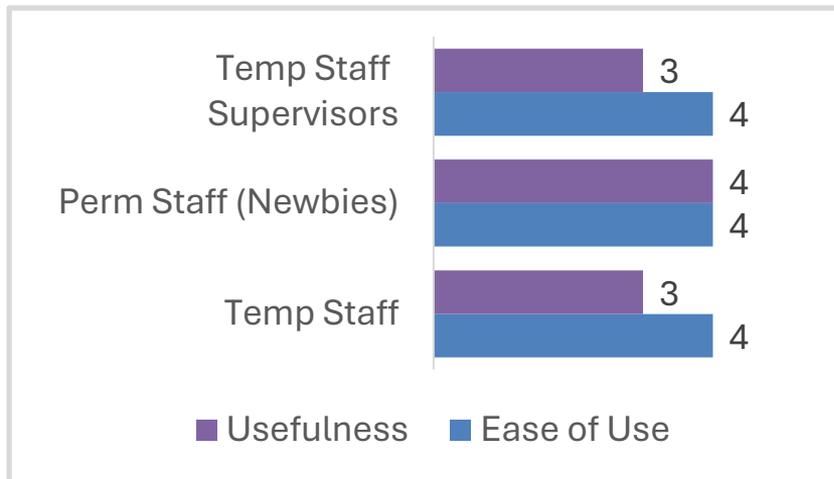
In Feb 2024, we rolled-out IRASearch to a group of 202 frontline staff at Service Experience Centre (SVE), including new perm staff, temp staff for the IIT Filing Season and temp staff supervisors.

Overall, **Perm Staff (Newbies)** found it to be **most useful** (rating 4 out of 5), while most staff found it to be easy to use.

For **experienced frontline staff**, they prefer to **look for their supervisors** as they require end-to-end advice quickly while on the line – the current IRASearch could not handle their enquiries fully due to the lack of data sources covering internal processes and SOPs.

Further enhancement: To Incorporate internal SOPs and other documents into data source

Usefulness & Ease of Use (Average Rating 1 to 5)



Use of Aibots by IRAS

AI chatbots have been developed to provide quick and reliable responses to IO's questions, making it easier to navigate through the investigation manual and tax legislations.

1. GST -

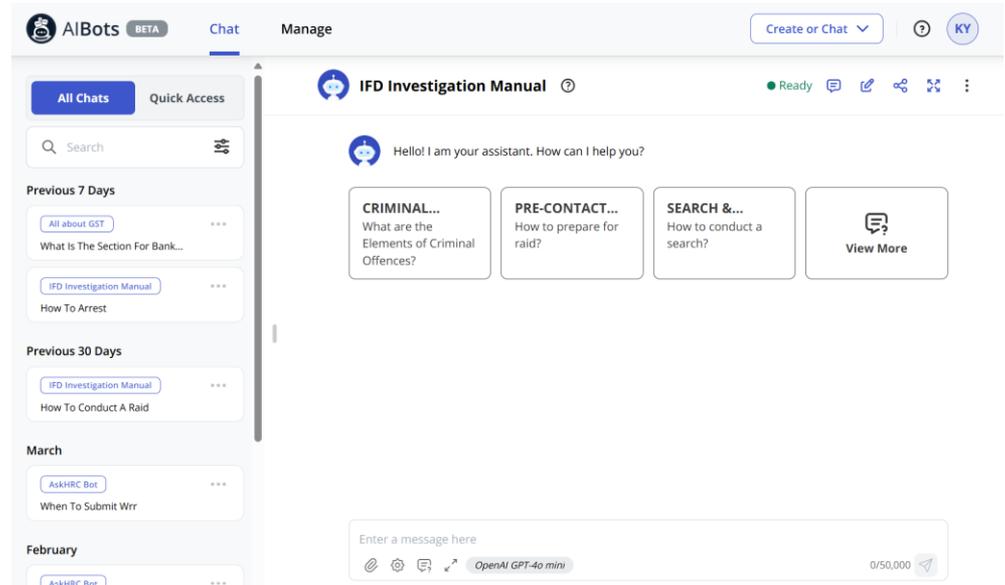
<https://aibots.gov.sg/chats/gst-act>

2. Income Tax -

<https://aibots.gov.sg/chats/all-about-income-tax>

3. IFD Investigation Manual -

<https://aibots.gov.sg/chats/ifd-investigation-manual>



The screenshot displays the AIBots chat interface. The top navigation bar includes the AIBots logo, a 'BETA' badge, and tabs for 'Chat' and 'Manage'. A 'Create or Chat' button is visible on the right. The left sidebar shows a 'Quick Access' section with 'All Chats' and a search bar. Below this, chat history is organized by time periods: 'Previous 7 Days' (including 'All about GST' and 'IFD Investigation Manual'), 'Previous 30 Days' (including 'IFD Investigation Manual'), 'March' (including 'AskHRC Bot'), and 'February' (including 'AskHRC Bot'). The main chat window is titled 'IFD Investigation Manual' and shows a greeting: 'Hello! I am your assistant. How can I help you?'. Below the greeting are four suggested topics: 'CRIMINAL...' (What are the Elements of Criminal Offences?), 'PRE-CONTACT...' (How to prepare for raid?), 'SEARCH &...' (How to conduct a search?), and a 'View More' button. At the bottom, there is a text input field with a character count '0/50,000' and a 'Send' button.

New Development in LLM

- New development in LLM*

ChatGPT can now see, hear, and speak

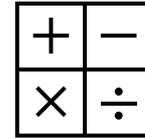
We are beginning to roll out new voice and image capabilities in ChatGPT. They offer a new, more intuitive type of interface by allowing you to have a voice conversation or show ChatGPT what you're talking about.

These clouds are caused by ●

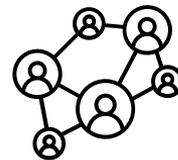
*Source : [ChatGPT can now see, hear, and speak \(openai.com\)](https://openai.com)



Snap a picture of a landmark while traveling and have a live conversation about what's interesting about it.



Help your child with a math problem by taking a photo, circling the problem set, and having it share hints with both of you.



As a possible source of intel on your subject – information retrieval is live for paid subscription.

Group Discussion

What is some possible application(s) of tools like ChatGPT for your agency?

Possible uses of tools :

- Gatekeeper
- Operational analysis
- Investigative efficiency

Prompt Framework*

*Source :
<https://guides.emich.edu/c.php?g=1374152&p=10158462>

PROMPT FRAMEWORK for AI for Education STUDENTS: The FIVE "S" Model

S  **ET THE SCENE**

Tell the chatbot what role you would like it to take, so it can provide you a better, more targeted answer.

Ex: "You are a Shakespeare expert and are great at helping HS students study..."

S  **PECIFIC**

Be specific in your instructions. Clearly define what you want the Chatbot to do and provide important details.

Ex: "Create a list of five debate topics on recycling for a 9th grader..."

S  **IMPLIFY YOUR LANGUAGE**

Chatbots work best when you use simple language, so don't go crazy building out complex prompts.

Ex: "Explain the Pythagorean Theorem to me like I'm a 5th grader..."

S  **TRUCTURE THE OUTPUT**

Tell the Chatbot how to structure its answers. Chatbots can use bullets, format a chart, and even use emojis.

Ex: "Create a quiz with multiple choice and open-ended questions for me..."

S  **HARE FEEDBACK**

Chatbots don't always get it right the first time and can make mistakes. So provide feedback throughout your chat.

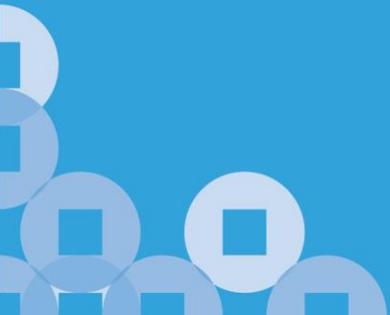
Ex: "Change the format of the quiz to a study guide and flashcards..."

Hands-on Exercise for LLM

- <https://openai.com/gpt-4>



What's next



What is next in IRAS AI Strategy

Rich Entity-centric Data Portfolio

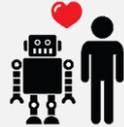


Enrich understanding of taxpayers using data/big data

New Data Sources

- To continue to expand our sources of data (e.g. InvoiceNow)
- To tap on new data to refine existing solutions (e.g. fraud detection using bank transaction data) or explore new solutions (e.g. sentiment analysis on audio data)

AI for Everyone



Leverage AI/data science for intelligent tax administration/ enterprise disbursement

Expand AI Applications

- By identifying strategic use-cases with high impact and readiness, to increase the effectiveness and efficiency of our service delivery
- By enhancing and scaling existing AI applications

Future-Ready Data Technology with Optimal Connectivity

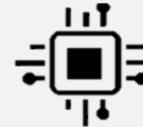


Strengthen capabilities to receive, store and use big and real-time data and scale AI solutions

Modernise Data Architecture

- By migrating the UDP to the Cloud to exploit Cloud capabilities and continuously improving it to strengthen AI capabilities
- By exploring and identifying technologies required to enhance governance in the ML/AI development lifecycle

Democratise Data Science and AI Capabilities



Drive pervasive data usage across all staff

Develop Expertise

- By continuously investing in our people and relevant tools
- By exploring partnership opportunities with external stakeholders (e.g. short-term attachment/exchange)

Trusted Data Ecosystem



Use and share AI and data responsibly

AI Ethics & Governance

- By establishing and formalizing a set of principles and measures to inculcate the responsible adoption of AI in IRAS without stifling digital innovation

Opportunities to Scale AI at IRAS



Build Extensive AI Solutions across Areas of Work

Identify, experiment and develop AI solutions to enhance key areas of work across Whole-of-IRAS, including improved taxpayer experiences, enhanced service delivery, compliance risk management, fraud detection, and staff productivity.

Example: Recommendation engines that can be applied across different areas of work



Deliver AI-powered Services and Insights in Near Real Time

Enhance data capabilities, systems and/or processes for AI solution delivery to reduce time taken for AI-powered services and data-driven insights to reach end-users to augment our workforce.

Example: AI model learns almost “on-the-fly” as data is ingested

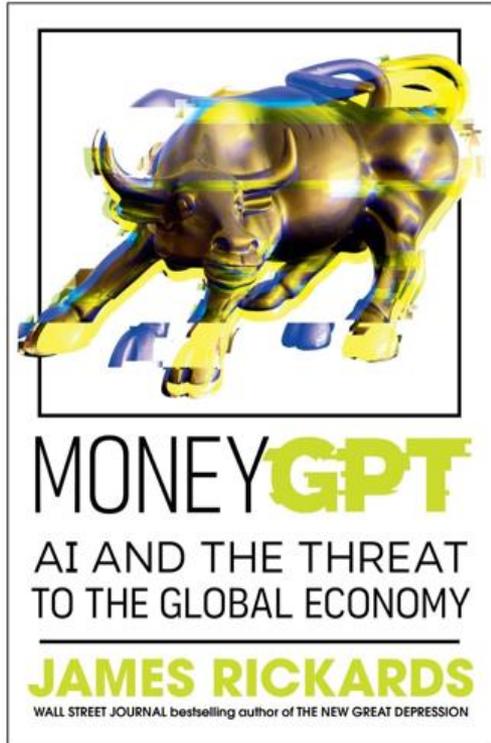


Integrate AI with Work Processes and Databases

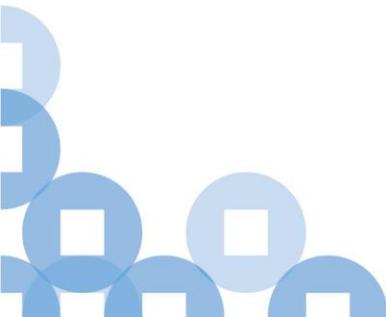
Integrate AI applications – from data collection to solution delivery – into the natural systems and workflow of IRAS staff, to minimize analytics debt* and maximise the benefits of our solutions.

Example: More AI solutions/models are embedded into systems and processes on the backend

AI – A Cautionary Note



Extracts from the book “MoneyGPT” by James Rickards : *“Treat AI and GPT as sometimes useful sources of information with **all of the flaws, bias, and outright lies of old-time newspapers.** They are tools, not marvens. **Use common sense.**”*



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The information presented in the slides aims to provide a better general understanding of taxpayers' tax obligations and is not intended to comprehensively address all possible tax issues that may arise. This information is correct as at the date of presentation. While every effort has been made to ensure that this information is consistent with existing law and practice, should there be any changes, IRAS reserves the right to vary its position accordingly.