PRESS RELEASE

Building Digital Resilience: Vietnam Spotlighted in Regional Efforts to Combat Online Scams

On **7 November 2025**, the **Tech for Good Institute (TFGI**) and the **Institute of Human Geography and Sustainable Development** organised a public seminar entitled “Building Resilience Against Online Scams and Fraud in Southeast Asia: Spotlight on Vietnam”. The event took place at the headquarters of the Vietnam Academy of Social Sciences. This event is a collaboration between the two institutions in research, sharing knowledge, and discussing policy recommendations with the common goal of fostering a resilient society in the context of rapid digital transformation.

The seminar served as a platform to discuss the current state of online scams and fraud in Southeast Asia from multi-disciplinary and multi-level perspectives. Participants also shared mechanisms and solutions to strengthen users’ resilience against increasingly sophisticated forms of digital deception.

“Given the fast-evolving and cross-border nature of online scams and fraud, it is clear that a whole-of-society approach is necessary to protect citizens and uphold trust in the digital ecosystem”, said Citra Nasruddin, TFGI Programme Director, during her opening remarks.

At the seminar, TFGI presented the latest research findings from their report developed in partnership with Singapore-based social enterprise Bamboo Builders, with the support from Google.org, which offers **illustrative examples and policy recommendations for building resilience against** online scams and fraud across the region. The seminar also discussed the increasing sophistication of scams, the need for greater support for vulnerable groups, and the complex interplay between technologies and social-psychological manipulation. It emphasised the point that online scams are not solely a technological issue but also a social challenge with far-reaching impacts.

A key highlight of the event was the resilience approach, built on a structured four-pillar strategy to guide anti-scam efforts across the entire scam process. This strategy encompasses *Protect, Identify and Detect, Respond and Recover, and Adapt*.

Keith Detros, Programme Manager at TFGI, stated, “We must build resilience at every stage of the scam journey, including early detection, timely victim support, coordinated response, and long-term adaptation. By strengthening initiatives at every step, we can better protect individuals, families, and communities from increasingly sophisticated threats.

Experts further discussed key mechanisms to strengthen resilience. The dialogue stressed the need for a systemic, integrated approach: the role of government in shaping legal frameworks; the engagement of businesses and the tech industry; the influence of social networks within communities; and the importance of reinforcing safe, direct connections between individuals and their families. Together, these efforts aim to ensure that every citizen can benefit safely and sustainably from digital transformation.

The seminar took place in an engaging and collaborative atmosphere, with nearly 100 participants representing government agencies, research institutes, universities, businesses, social organisations, and media outlets.

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