

Written Representation 19

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Dear Sir/Madam,

I am writing to give my suggestions as to ways to tackle online fake news. It is my opinion that immediacy and fast response is needed, and it will be good to have a dedicated hotline/email/social media account, so that people can verify the content of the article from the official information channel immediately, rather than discuss, have it fester, speculate, then pass on the newly mutated news/information to others via the grapevine. Once a report has been made, the department can go to the website immediately to verify if the fake news is indeed published. The department can then respond or issue an official statement on the website or discussion stream, or put a link for netizens to view the correct news content in another website. The department can also contact the webmaster to remove the news immediately.

Hope this is useful!

Regards,

Toh Hwee Boon (Ms)