

MEDIA RELEASE

15 March 2010

CASE signs MOU with Macao SAR Government Consumer Council

On 15 March 2010, the Consumers Association of Singapore will sign a Memorandum of Understanding (MOU) with the Macao SAR Government Consumer Council (CCM) to strengthen consumer protection and enhance consumer confidence. This is the third MOU that CASE has entered with our international counterparts; the previously signed MOUs were with China Consumers' Association and Consumer Coordination Council (India).

The MOU is a testament of the close ties CASE has with CCM and it will pave the way for both CASE and CCM to set up a channel to help consumers to resolve consumer related disputes in the respective countries. (Please see attached annex for a copy of the draft MOU).

This signifies greater protection for consumers, as consumers can seek CASE's assistance to resolve their consumer-related dispute with a vendor in Macao. Similarly, Macao consumers can seek CCM's assistance if they have a dispute with a vendor in Singapore.

Through this MOU, both organisations will also mutually recognise the accredited businesses of each country and cooperation on matters relating to consumer issues such as product testing. The accreditation schemes that will be recognised by both sides are the CaseTrust Accreditation Scheme and the "Certified Shops" in Macao with carries its emblem.

In order for the "Certified Shops" to be given the emblem, they would have to pass an annual assessment and must not have any complaints filed against them in the past year. Apart from giving consumers confidence shopping at these shops, the emblem also encourages the "Certified Shop" to exercise due concern and care for consumer rights when promoting their businesses.

Our previous MOUs with China Consumers' Association and Consumer Coordination Council (India) have encouraged consumers with consumer-related disputes to seek redress with the involved vendors. Till date, we have assisted 11 consumers in total with such disputes.

Moving forward, CASE and CCM hope to create a more consumer-friendly environment for both Singapore and Macao consumers. In the near future, CASE is also considering signing a MOU with the Federation of Malaysian Consumers Associations (FOMCA).

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CASE