

## MEDIA RELEASE

23 April 2009

### **CASE'S 'FAIR TRADING & YOU' CARNIVAL ON 25 APRIL 2009**

The Consumers Association of Singapore (CASE) will be holding a Carnival at the **open space outside Plaza Singapura on 25-26 April 2009 from 11am to 8pm** to launch the amendments to the Consumer Protection (Fair Trading) Act (CPFTA).

The Consumer Protection (Fair Trading) Amendment Act (CPFTAA) has been gazetted and has come into effect on 15 April 2009. With the CPFTAA in place, consumers are given greater protection than before. For instance, where consumer could not seek redress for financial disputes previously under CPFTA, they could now do so under the amended Act.

The carnival is centered on an exhibition of the CPFTA, with accompanying segments of skits, quizzes that make consumers more aware of their rights. One of the main highlights includes the launch for the carnival by our Guest of Honour, Mr Lim Biow Chuan, CASE's Vice President, MP for Marine Parade GRC.

CASE will also be officially launching the revised edition of the 'Fair Trading & You' booklet. The booklets were deliberately produced to be both an easy and inexpensive read for the public and will be sold at \$1 each at the carnival. Other highlights at the carnival which consists of educational talks, consumer related skits and games are set to educate consumers on the CPFTA. The entire line-up promises to be both educational and entertaining.

Besides that, we would also be celebrating the 10<sup>th</sup> anniversary for the launch of mediation. We would like to actively promote Mediation as an easy and painless way to resolve disputes by setting up CASE Mediation Centre in 1999. CASE is pleased to

announce that so far, we had signed 20 Memorandums of Understanding (MOUs) with business groups to provide mediation service to the industries.

Moving forward, CASE would be signing an MOU with Singapore Vehicle Traders Association (SVTA) on 26 April 2009. There will also be a soft launch of the CaseTrust-SVTA accreditation scheme. With the introduction of this scheme, consumers can easily identify reliable car dealers simply by checking whether the company displays the CaseTrust logo. As vehicle purchases are big-ticket items, CASE hopes to offer better consumer protection by getting these companies to adopt the CaseTrust standards.

Seah Seng Choon  
Executive Director  
CASE