

## MEDIA RELEASE

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### **CASE SIGNS MOU WITH SVTA ON 26 APRIL 2009**

The Consumers Association of Singapore (CASE) will be signing a Memorandum-Of-Understanding (MOU) with the Singapore Vehicles Traders Association (SVTA) at its Fair Trading & You Carnival on 26 April 2009. This also marks the soft launch of the CaseTrust-SVTA accreditation scheme.

The CaseTrust-SVTA accreditation scheme is an extension of the existing CaseTrust Accreditation Scheme which has recognised sectors including retail, private schools, employment agencies, online stores and other service sectors.

This joint accreditation scheme with SVTA will incorporate new criteria unique to the car trade to raise the professionalism of vehicle dealers on top of the present CaseTrust requirements which promote fair-trading and good business practices. With the introduction of this scheme, consumers can easily identify reliable car dealers simply by checking whether the company displays the CaseTrust-SVTA joint accreditation logo.

A total of 38 car retailers have already been applied for accreditation by CaseTrust as of 24 April 2009 and are undergoing various stage of assessment. These vendors to be accredited will be the first to display the new Joint Accreditation logo within their stores.

Being CaseTrust-accredited would mean that these car agencies have passed stringent assessment which includes good sales and after-sales service, business integrity and well-trained sales staff. Car agencies will also have the opportunity to build up their reputation and gain added recognition for their accomplishments. This will certainly improve their business opportunities.

As a result of the joint accreditation scheme, the Motor Industry Disputes Resolution Centre (MIDReC) has also been specially set up by the industry players to see to the resolution of disputes between accredited dealers and consumers. Affected consumers may approach this new centre for assistance on disputes related to vehicle purchase and MIDReC has jurisdiction to mediate and to adjudicate the disputes for up to \$50,000 which is backed by an Insurance Bond. On top of that, though the pronouncement arising from the Adjudication is final and binding on the vehicle trader, the consumer is free to choose whether to accept the decision.

Moving forward, CASE is confident that the accreditation scheme will benefit for both consumers and businesses.

Lim Biow Chuan  
Acting President  
CASE