

31 July 2011

MEDIA RELEASE:

INDUSTRY STAKEHOLDERS ORGANISE FIRST “TRAVELLING & YOU” SEMINAR

A consumer education seminar on the critical aspects of overseas travel will take place on Saturday, 13 August 2011, at the Suntec Convention Centre. Jointly organised by the National Association of Travel Agents Singapore (NATAS), Consumers Association of Singapore (CASE) and General Insurance Association of Singapore (GIA), the half-day public seminar aims to educate and inform consumers on what it takes to enjoy a pleasant and safe travel experience. Mr Lim Biow Chuan, Vice President of CASE, will be the Guest-of-Honour for the seminar.

Mr Seah Seng Choon, Executive Director, CASE, said:

“In Singapore, Asia's premier transportation hub, travel is extremely convenient and relatively inexpensive. Whether it is for business or holidaying with the family, travel has become an integral part of our lives. We are glad that key travel industry stakeholders are able to come together, for the first time, to share their insights and knowledge on travel essentials – from choosing the right travel package to buying the right travel insurance – for the benefit of consumers.”

The key speakers of the seminar include:

Mr Robert Khoo, CEO, NATAS will touch on “Towards a pleasant travel experience”. He will share recent travel trends amongst Singaporeans, and how to choose the right travel agent, common areas of satisfaction as well as dissatisfaction amongst travellers.

Mr Thevanathan Pillay, Assistant Director (Legal), CASE, will focus on “Having a Stress-Free Holiday: Avoiding & Settling Consumer-Business Disputes”. He will share case studies received by CASE to allow the audience to learn from the experiences of other consumers who have encountered difficulties with travel-related service providers. He will also share some tips on being a smart consumer of travel-related services.

Ms Koh Yen Yen, Industry Speaker from GIA, will share insights into “Choosing The Right Travel Insurance.” She will elaborate on “What If” scenarios should a traveller decide to go for a trip without first purchasing travel insurance. Ms Koh will explain the common benefits and exclusions in a travel insurance policy and how to select the right policy that best fits a consumer's needs.

Finally, Dr David Teo, Medical Director, Singapore and Malaysia, International SOS, will touch on “Avoiding A Traveller's Nightmare – Access To Help When You Need It Most”. He will cover how to receive help with medical advice, referrals and if necessary, an evacuation for immediate medical treatment when travelling overseas.

Interested members of public can register at rsvp@case.org.sg or call – 64611888.

Details:

13 August 2011, Saturday
10am to 12.30pm

Suntec City Convention Centre - Meeting Rooms 303/304
Fee: \$5/- inclusive of Goodie bag and refreshments/tea