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Media Release

### **COMPULSORY INSURANCE FOR CASETRUST SPAS FROM JULY**

From 1 July, spas applying for CaseTrust accreditation will be required to have insurance to protect consumers who have signed up for pre-paid service packages. Spas that are already accredited will have three months to implement a similar insurance scheme by 1 October 2011.

Under the insurance scheme, consumers who have signed up for prepaid packages will be compensated for the unused portion of their package should the spa is close for at least 30 days. There will be a deductible of S\$150. The insurance will not be required for spas that do not sell pre-paid packages.

The compulsory insurance was announced by CASE President Mr Yeo Guat Kwang today. Mr Yeo is confident that this move will enhance protection for consumers. He said, "We are constantly reviewing our accreditation criteria to ensure that accredited companies have consumer-friendly policies. The new mandatory insurance will protect consumers in cases of sudden closures. This will certainly boost consumers' confidence."

Ms Susan Teng, Acting President for Spa & Wellness Association Singapore (SWAS) also supported this move, "Spa & Wellness Association Singapore (SWAS) would like to congratulate Case Trust for including the Spa & Wellness Warranty Insurance Plan as part of the criteria of the CaseTrust accreditation requirement. The insurance programme was jointly launched by SWAS and AVA insurance brokers last year to provide protection to the consumers. We trust the enhanced benefits, now called "Individual Customer Warranty", will benefit the consumers and to raise consumer confidence of our members in the Beauty, Spa & Wellness industry"

Consumers will be given a copy of *Certificate of Insurance* which will state the name of spa business, the insured consumer, the insurer as well as the validity and value of coverage. Insured consumers can also access an online system to check for the validity and the remaining value of their spa insurance. Those who are unsure whether they are covered can contact the insurer directly or check using the online system.

The CaseTrust accreditation scheme for the spa and wellness businesses was launched in April 2010. Under this scheme, accredited businesses had to undergo stringent checks over 47 criteria which includes offering a 5-day cooling-off period for packages signed and adopting a '*no-selling in treatment room*' policy. Till date, there are 145 spa and wellness businesses that are awarded with the CaseTrust mark. Consumers can visit [www.casetrust.org.sg](http://www.casetrust.org.sg) to obtain the list of accredited businesses.

Yeo Guat Kwang

CASE President