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Having Enough
Food for
Singapore

Lose Stress, not
Sleep over your
spa prepaid
package

Is CaseTrust
for Consumer
Protection or
Enhancement
of a Business
Enterprise?



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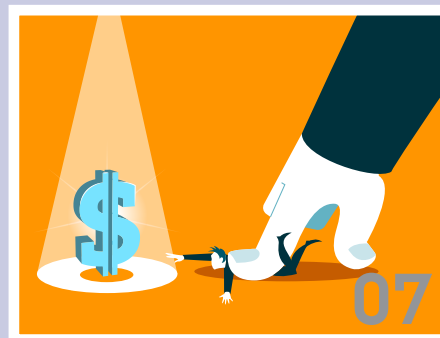
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Dear readers,

Singapore had been badly affected by persistent hazy conditions over the past few months as haze was blown to our surrounding region by the prevailing winds. As the only consumer organisation in Singapore, CASE believes that consumers should assert their voice in this issue. We encouraged consumers not to support companies involved in the haze contribution, when purchasing wood, paper and/or pulp products. This will send a strong signal to errant companies that consumers' goodwill should not be taken for granted and consumers will not support companies which are environmentally irresponsible and/or have contributed to the environmental disaster year after year. CASE and Singapore Environment Council (SEC) had issued several press releases that list companies which have declared that their materials are procured from sustainable sources not contributing to the haze.

CASE continues to work to protect consumers' interests in all areas. On 22 October, CASE and the Singapore Jewellers Association (SJA) announced the launch of the CaseTrust-SJA Accreditation Scheme for jewellery businesses. 22 SJA corporate members with a total of 136 outlets were awarded the CaseTrust Accreditation Mark.

On 11 November, CASE announced another joint accreditation scheme with the Singapore School Transport Association (SSTA). 18 of their members which have a total fleet of about 300 buses, have pledged their support to join the scheme. We hope that the introduction of both accreditation schemes can help to promote good business practices and raise the professionalism of the jewellery and school transport industries. This will provide greater assurance for consumers who are customers of these CaseTrusted retailers.

We believe that prevention is better than cure. CASE has been actively educating consumers on their rights. Businesses too, should be educated on the fair practices that they ought to adopt in order to pre-empt consumer disputes. CASE recently conducted an educational talk to the management and staff of BreadTalk to allow them to have a better understanding of the consumer protection laws and dispute resolution processes. We hope the company has benefited from our sharing and apply what they have learnt in their course of work. CASE shall continue to work with other companies to share the importance of having fair trading businesses.

On 25 October 2015, CASE organised our annual Volunteers' Gathering at the NTUC Centre to show appreciation for our volunteers help and assistance in activities such as providing mediation services, giving talks at seminars or events and providing their advice on consumer related matters. We will like to take this opportunity to thank all the volunteers for taking time out of their busy schedules to support CASE's vision of a consumer-friendly Singapore.

Mr Lim Biow Chuan
CASE President



Article contributed by Agri-Food and Veterinary Authority

Having Enough Food for Singapore

As a country that imports over 90 percent of our food supply, Singapore is vulnerable to fluctuations in food supply and prices, as well as food safety incidences overseas.

Maintaining food security means ensuring that everyone in Singapore has access to safe and nutritious food

at affordable prices – now and in the future. As the national authority that ensures a resilient supply of safe food, the Agri-Food and Veterinary Authority (AVA) has in place strategies and programmes to manage the delicate balance between ensuring a resilient supply of food on one hand, while mitigating food safety risks on the other. Besides diversifying our

food supply sources by importing various food items from more than 160 countries worldwide, AVA also supports local production of key food items such as leafy vegetables, fish and eggs.

Local production is an important secondary strategy in ensuring food supply resilience for Singapore. Locally grown food production will provide us with a buffer against supply disruptions.

As AVA helps local farmers to boost productivity and increase output through the co-funding of research and development in local farming technology (Basic Capability Upgrading Scheme) and the upgrading of production capability of local farms (Productivity Enhancement Scheme), consumers also have a part to play in supporting and buying local produce. With consumer acceptance and increase in support for local produce, our farmers will be further encouraged to meet rising market demands.

For more information on these schemes, visit the AVA website at www.ava.gov.sg

THE FOOD WE EAT

AVERAGE AMOUNT OF FOOD A SINGAPOREAN HAD IN 2014

- 70 Packs of Vegetables
- 20 Whole Chickens
- 16Kg of Pork
- 3Kg of Duck
- 72Kg of Fruits
- 30 Whole Fishes
- 2Kg of Beef
- 2Kg of Mutton
- 300 Eggs



WHAT IS LOCAL PRODUCE



Local produce refers to food that is grown within Singapore and in line with accepted good agricultural practices.

Although Singapore imports more than 90% of our food

LOCAL FARMS PROVIDE THE FOOD WE EAT TOO

AVA aims to raise Singapore's self-sufficiency level for eggs, fish and leafy vegetables to 30%, 10% and 15% respectively.

26% OF THE EGGS WE EAT

12% OF THE LEAFY VEGETABLES WE EAT

8% OF THE FISH WE EAT

(Info correct as of 2014)

WHY SUPPORT LOCAL PRODUCE?



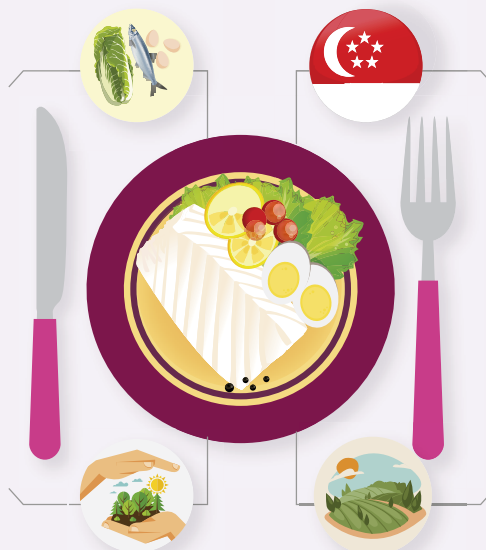
Everyone knows homegrown tastes better.
Eat fresher and tastier when you buy local produce.

1. IT'S GOOD FOR YOU

Local produce is fresher and more nutritious because it gets to you faster.

4. IT'S TRACEABLE AND SAFE

Local produce can be easily traced to their sources. And with the quality assurance schemes by the Agri-Food & Veterinary Authority(AVA), you can be assured of the best.



2. IT'S SINGAPOREAN

We're not just growing produce. We're helping to grow Singapore's independence in providing a continuous supply of fresh and nutritious food as well.

3. IT'S GREAT FOR THE ENVIRONMENT

Local food travels a shorter distance to you, leaving a fresher taste in your mouth and a smaller carbon footprint.

Check out your nearest supermarket for locally farmed eggs, vegetables and fish that are supplied from farms certified and accredited under these quality assurance schemes:



GOOD AQUACULTURE PRACTICE FOR FISH FARMING SCHEME (GAP-FF)

The GAP-FF scheme aligns Singapore with internationally recognised guidelines for safe and quality food fish production.

SINGAPORE QUALITY EGG SCHEME (SQES)

The SQES is a quality assurance scheme that ensures our local poultry farms produce quality shell eggs that are fresh. All local eggs attain a Grade AA or Haugh unit of 72 and above, the best possible for grade test!

GOOD AGRICULTURAL PRACTICE FOR VEGETABLE FARMING SCHEME (GAP-VF)

The voluntary GAP-VF scheme provides greater assurance of the quality of vegetables grown locally.

Food security encompasses not just a resilient food supply, but food safety as well. AVA has put in place an effective integrated food safety system to ensure that food is safe for consumption. To ensure food safety from farm to fork, food safety is a shared responsibility requiring a multi-sector effort by the government, food industries and consumers.

As a consumer, you have direct control over the safety of food prepared for yourself and your household. Equip yourself with knowledge of safe food practices to avoid food safety risks. Protect your own well-being and the well-being of your family.

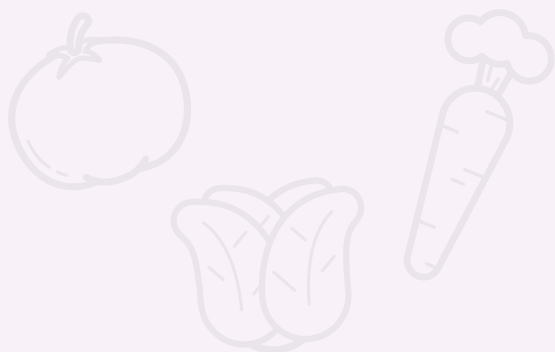
For more information on local produce and other food safety tips, visit www.ava.gov.sg



To ensure that we keep our local produce fresh, follow the various tips and buying storage guide:

FRUITS & VEGETABLES

- ✓ Store fruits (except bananas) and vegetables in the refrigerator as soon as possible.
- ✓ Do not mix fruits with vegetables in the same storage compartment as fruits produce ethylene gas that can cause yellowing of green vegetables.
- ✓ Pack vegetables in plastic bags or containers before storing them in the vegetable compartment of the refrigerator.
- ✓ Store hardy root vegetables and raw fruits that need ripening at room temperature.



SEAFOOD

- ✓ Do not overstock your seafood supply.
- ✓ Wash and dry fresh seafood before placing them in clean plastic bags or containers for storage.
- ✓ Follow the recommended safe handling and storage information on the packages, if any.
- ✓ If you need to freeze the seafood, divide into portions based on your normal serving size.
- ✓ Do not open refrigerator or freezer doors more often than necessary to avoid temperature fluctuation.
- ✓ When storing or thawing seafood in the refrigerator, place the seafood in containers or trays to prevent the juices from contaminating other food.
- ✓ Store live oysters, clams and mussels in the refrigerator and keep them damp. Do not place them on ice or let them come into contact with fresh water. Do not place them in airtight containers.
- ✓ Do not refreeze seafood that has been completely thawed.



MEAT

- ✓ Follow the recommended safe handling and storage information on the packages, if any.
- ✓ Do not open the refrigerator or freezer doors more often than necessary to avoid temperature fluctuation.
- ✓ If you need to freeze the meat, divide into portions based on your normal serving size.





STORING AND BUYING GUIDE

VEGETABLES

REFRIGERATOR (4 DEG C)

3
DAYS



BROCCOLI

Choose broccoli with a compact green head with no discoloration of bud clusters



EGGPLANT

Pick brinjal /eggplant that is firm, well shaped and has a uniform colour



LADY'S FINGER (OKRA)

Should be well-shaped and tender with tip readily broken when snapped



CHINESE WHITE CABBAGE

Should have a compact and firm head with mild midribs and free from black specks

5
DAYS



CUCUMBER

Choose cucumber that is light green, firm and smooth.



BEANS

Select beans which are green and firm



BAYAM (CHINESE SPINACH)

Should have tender stems and leaves

7
DAYS



GAILAN (KAILAN)

Should have powdery waxy thick leaves



KANGKONG

Should have tender stems without side shoots



CAULIFLOWER

Should have a compact head and no black spots



CAPSICUM

Should have uniform colour and is firm

MEAT

REFRIGERATOR (4 DEG C)

1-2
DAYS



SAUSAGES



POULTRY



RAW MEATBALLS



PORK



COOKED HAM



COOKED MEATBALLS



BEEF/VEAL



LAMB/MUTTON

3-5
DAYS

5-7
DAYS



BACON

FREEZER (-18 DEG C)

2
MTHS



SAUSAGES



RAW MEATBALLS



COOKED HAM



BACON

3
MTHS



COOKED MEATBALLS

6
MTHS



PORK

9
MTHS



LAMB/MUTTON

12
MTHS



BEEF/VEAL



POULTRY

SEAFOOD

REFRIGERATOR (4 DEG C)

1-2
DAYS



FISH



CRABS



CLAMS



CRAYFISH



MUSSELS



PRAWNS



OYSTERS



LOBSTERS



SQUID

2-3
DAYS

3-4
DAYS



COOKED PRAWNS



COOKED MUSSELS

FREEZER (-18 DEG C)

3
MTHS



CRABS



CRAYFISH



OYSTERS



LOBSTERS

4
MTHS



CLAMS



MUSSELS



SQUID

6
MTHS



FISH

12
MTHS



PRAWNS



Article contributed by EZ-Link Pte Ltd

Lose stress, not sleep over your spa prepaid package

Spa sessions should be a relaxing experience, but past episodes of sudden spa closures have given affected customers nightmares instead, when the thousands of dollars they have put into prepaid packages went down the drain.

Infamous incidents of spa shut-downs overnight have not only left many spa customers in the lurch but also smeared the reputation of the spa and wellness industry. This has kept many consumers from signing up for spa packages, due to the fear of not being able to get a refund if the unexpected happens.

Aiming to offer better protection for consumers' prepaid packages, EZ-Link launched the TRUST Programme in May 2015, to make TRUST cards the one card that consumers can trust and relax with. The programme was supported and endorsed by both the Consumers Association of Singapore (CASE) and Spa and Wellness Association of Singapore (SWAS).

Instead of making lump-sum payments to spa companies, consumers now have a trusted partner EZ-Link, as an intermediary which will disburse the payments to the participating spa company each time a spa session is redeemed. This means that even if a spa outlet goes bust without any warning, affected customers can still be assured of getting back their refunds for the unutilised sessions.

Since the launch in May 2015, a total of 28 merchants operating 37 outlets have signed up for the programme. All CaseTrust accredited spas, SWAS members and any beauty and wellness business with a Police Licensing & Regulatory Department (CAT I, CAT II, or Exempted) Massage Establishment Licence can apply for TRUST.

Apart from protecting their prepaid packages, consumers patronising a participating TRUST merchant also stand to gain confidence, convenience and control with the TRUST card.

THE TRUST CARD GUIDE

STEP 1

Select and purchase your package

Choose the package according to your preference depending on what the merchant offers. Make payment through participating credit cards.

STEP 2

Get your TRUST Card

After you have purchased your package, the merchant will assist you to fill in a few personal details, before presenting you with your very own TRUST Card.

STEP 3

View your account

Welcome to the TRUST Programme. Simply login online with the username and password sent to your email address, and you are good to go!

Confidence

With EZ-Link as the custodian of consumers' investment into prepaid packages, consumers can get spa treatments with peace of mind. If the spa merchant ceases operations, consumers can obtain refunds of unutilised values in their prepaid packages.

Convenience

Consumers can enjoy the convenience of redeeming their prepaid package; viewing the account balance, transaction history and expiry dates; and temporary suspending or reactivating their cards on the TRUST Programme website.

Control

Consumers can also enjoy the payment option through participating credit cards. This gives consumers greater flexibility and control of their personal cash flow.



How do Consumers benefit from TRUST?

The TRUST Card is presented to consumers who purchase prepaid packages at any participating TRUST merchant. Once consumers receive the card, they may use it to redeem their prepaid package or sign up for additional prepaid packages with the same merchant, and also view their TRUST account 24/7 online!

Who can consumers TRUST?

Consumers can easily identify a TRUST Programme merchant by the TRUST decal displayed at the shopfront.

Alternatively, consumers can find the list of TRUST Programme merchants on the TRUST Programme website: www.thetrustcard.com.sg.



Don't put safety on the line – Be a smart online Shopper

Shopping online has become pervasive due to its ease and convenience. At the click of a button, you can now browse and purchase a wide range of products from the comfort of your home.

Lost in the myriad of choices available online, it is easy to be attracted to the cheapest bargain. While browsing for an electric blender to try out that healthy smoothie recipe, or an induction cooker for your Christmas get-together, take a minute to consider the safety of the product before adding it to your cart. The following tips can provide you with some peace of mind by making smarter choices online.

- 1** Always check that your purchases, especially household electrical appliances like rice cookers, fans and TVs, are suitable for use in Singapore. There are 45 categories of products covered under the Consumer Protection (Safety Requirements) Registration Scheme and they should all have the SAFETY Mark.



- 2** If the product comes with a 3-pin plug or adaptor, ensure that it carries the SAFETY Mark.

- 3** Check that the power plug provided is suitable for our local socket outlet.



- 4** Check that your purchases will be covered under warranty in Singapore. Ensure the authorised agent has a local office for after-sales services such as repairs or replacements.

- 5** Inspect your purchase upon receipt and contact the seller immediately if you have doubts over any aspect of the product, such as defects or unknown features.

- 6** Ensure that you're not buying a recalled product. Visit SPRING Singapore's website at www.spring.gov.sg/productsafety, to get the latest updates on product safety alerts and to search for consumer products recalled internationally.

- 7** Follow your instinct. If you have doubts over a seller's reliability, or if prices appear too good to be true, give the offer a miss.

The Consumer Goods Safety Requirements (CGSR) regulations help make our homes safer for our family. Visit spring.gov.sg/productsafety to stay current on product safety alerts or consumer safety tips. If you have any concerns or questions regarding the product you have bought, please contact your retailer or supplier. To report any incident or injury related to a consumer product, please contact SPRING Singapore and your retailer or supplier.

Get Smart!

with the Kiang Family

TIPS FOR SMART SHOPPING AND CONSUMER SAFETY

“Be a smart online shopper”

SPRING
singapore
Enabling Enterprise

Mary Kiang

Robert Kiang

Alex Kiang

Lisa Kiang

Woofy

Check that the product you are buying online meets safety requirements.

Shouldn't all rice cookers come with the SAFETY Mark?

Mom, there's a recall on this hair dryer you wanted. We shouldn't buy it.

This power plug is not suitable for our local socket!

Check that there is a local office you can contact for after-sales assistance.

Oh no! The nearest service centre is not even in Asia!

Assembling this is so complicated and the instruction manual is missing!

Inspect your online purchase as soon as you receive it.

Does it come with warranty? Is there a number to call?

For more consumer safety tips, please visit www.spring.gov.sg/productsafety

casebriefs



“Be a Smart & Safe Consumer” Seminar

Everyone can be a smart and safe consumer. On 5 September, CASE together with SPRING and Singapore Power held a joint-seminar to share some consumer safety tips and information on their rights as a consumer. 127 participants attended and participated actively in the question-and-answer session.



CASE conducts educational seminars for consumers regularly. Keep a look out for our upcoming consumer events at our website: <https://www.case.org.sg/events.aspx>

Educational outreach at BreadTalk

Besides educating consumers on their rights, it is equally important to encourage fair business practices among retailers in order to pre-empt consumer disputes.

80 management and staff of BreadTalk benefited from our sharing session on 16 October, which covered topics such as Fair Trading Act and Mediation from a business's point of view. We believe that many would have found the session useful and apply the knowledge learnt in their course of work.



CASE Volunteers' Gathering

CASE being a non-profit organisation, relies heavily on the contributions of our volunteers. To show our appreciation for their continued support and dedication, we invited our volunteers together with their loved ones to our annual Volunteers Gathering on 25 October. A total of 203 people attended the event.

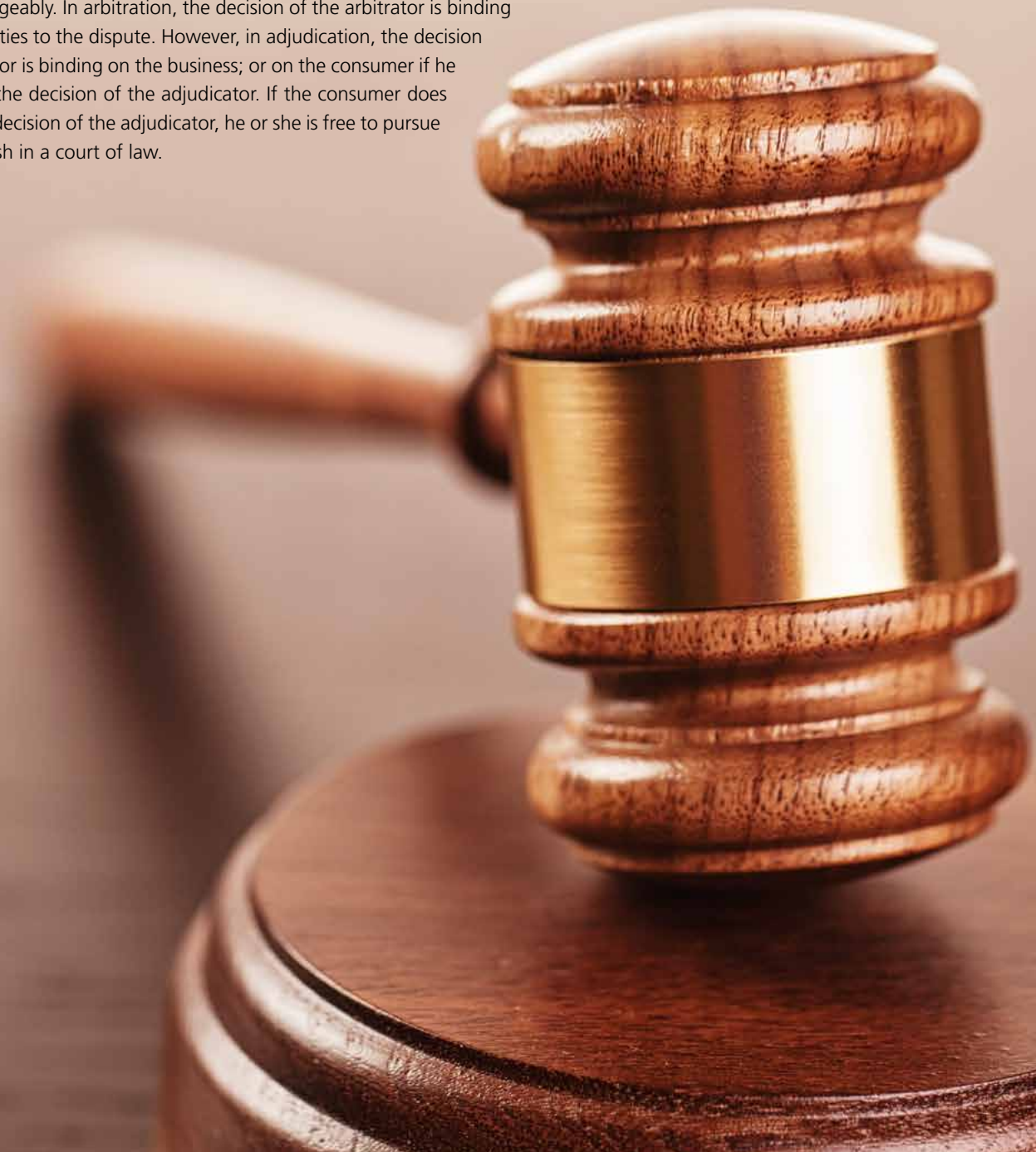
Volunteers and staff were given complimentary tickets to visit Madame Tussauds Singapore after the long service award ceremony in the morning. CASE hopes that our volunteers had enjoyed themselves and will like to take this opportunity to thank them for the time and effort they put in to support CASE's bid for a consumer-friendly Singapore.

Adjudication in Singapore

The four main dispute resolution forums in Singapore to settle civil disputes are litigation in a Singapore Court, mediation, arbitration and lastly adjudication. Adjudication is not widely used in Singapore, but consumers should have a good understanding of it in case they find themselves in a dispute.

What is Adjudication?

Many of us confuse the term “adjudication” and “arbitration”, and tend to use the terms interchangeably. In arbitration, the decision of the arbitrator is binding on both the parties to the dispute. However, in adjudication, the decision of the adjudicator is binding on the business; or on the consumer if he or she accepts the decision of the adjudicator. If the consumer does not accept the decision of the adjudicator, he or she is free to pursue the matter afresh in a court of law.



3 Adjudication Processes in Singapore

There are at least three adjudication processes in Singapore, with the scheme adopted by Financial Dispute Resolution Centre (FIDREC) being the most active. AIA Insurance has also set up an adjudication process specially formed to hear disputes between policyholders and AIA, over AIA Critical Year Life Insurance Policies. The third body which has been set up and expected to be operational soon is the Motor Insurance Dispute Resolution Centre (MIDREC).



FIDREC Adjudication Process **1**

FIDREC was established by the insurance and banking institutions through the auspices of Monetary Authority of Singapore in 2005. Currently more than 380 financial institutions have subscribed to FIDREC and agreed to be bound by the decision of the adjudicator or panel of adjudicators. There are monetary limits to claims at FIDREC. For disputes between consumers and insurers, the maximum amount that can be claimed is \$100,000 and for banking disputes it is \$50,000. Consumers pay a fee of \$50 and financial institutions pay a fee of \$500 for the adjudication session.

FIDREC has a two-stage process. The first is a mediation session between the consumer and the business which is conducted by FIDREC Case Manager. If mediation is unsuccessful, the second stage is the adjudication process whereby a FIDREC appointed adjudicator or a panel of adjudicators hear the dispute. FIDREC is an independent organisation with a board of seven directors chaired by a retired High Court judge. The CASE President and two other consumer rights advocates are also members of the Board.

AIA Adjudication Process **2**

In 2003, a major dispute occurred in the insurance industry when a large group of AIA Insurance life policyholders were unhappy with the way the company sold them the AIA Critical Year insurance policy. Many consumers were upset because at the time of purchase, they were promised that they could stop paying premiums after 20 years and this was not being honoured by AIA. With CASE's assistance, consumers were offered a package settlement which included an option for the consumer to settle the dispute through the AIA adjudication process. In this process, a retired High Court Judge was appointed to hear the disputes between AIA and the consumers over the critical issue. The process was fully paid for by AIA.



MIDREC Adjudication Process **3**

The third adjudication process which will launch soon, is the MIDREC Scheme. It is modelled after FIDREC. About 30 members of the Singapore Vehicle Trader Association (SVTA) have set up a CaseTrust-SVTA Scheme where they agreed to take up a performance bond worth \$50,000. This bond will be used to settle contractual disputes between these 30 traders and consumers who purchase vehicles from these traders. These disputes can be settled at CASE Mediation Centre or at MIDREC. Once there is a settlement at CASE Mediation Centre or the consumer accepts the decision of the adjudicator, the amount due to the consumer will be paid by the insurers to the consumer promptly. The adjudicators at MIDREC are advocates and solicitors in Singapore. Consumers are required to pay a fee of \$30 and car traders pay a fee of \$500 for the adjudication session.

These three adjudication processes are industry driven, and Singaporean consumers and businesses will be the winners if other industries adopt such dispute resolution process as an alternative to going to court.

Renovating? Know why you need to use Pre-packed Material

If you are planning to renovate your home, do know that from 1 June 2015, renovation contractors must use pre-packed material when carrying out renovation in dry areas such as bedrooms, and living and dining rooms of HDB flats. This is in addition to the current requirement of using pre-packed material for the wet areas of the flat such as the toilet, bathroom, and the kitchen.

The pre-packed material comprises a blend of sand and cement mixed in required proportions in factories, so the renovation contractors no longer have to do it manually on site.

But how does this affect you as a home owner? We have put together the following information for your reference.



Why the switch to pre-packed material?

- By adding the correct amount of water as prescribed by the manufacturer of the pre-packed material, the material is ready to be laid out – thus saving time
- It is a move towards better productivity
- The site environment will definitely be cleaner, which makes it easier for housekeeping

Will it cost more?

The cost increase varies according to the flat size and scope of the renovation works. But do get several quotations and check costs before you commit to the renovation contract.

Besides the use of pre-packed material, you may be asking what other information is there that you, as a home owner, should be aware of. Below are some of the pointers that we would like to share:

- Engage only an HDB Registered Renovation Contractor to carry out the renovation, including those works that do not require HDB's approval. You can visit the HDB InfoWEB at www.hdb.gov.sg to view the list of HDB Registered Renovation Contractors. Smartphone users can also access this information via Mobile@HDB
- All demolition and hacking of walls (be it partial or complete) require HDB's prior written approval. The approval ensures that any proposed demolition/hacking work will not affect the structural integrity of the building and compromise public safety. If the structural integrity of the building is affected, it may potentially endanger the safety of your household and your neighbours
- Do not instruct workers or any person to carry out demolition/hacking works that have not been approved by HDB in writing
- Comply strictly with the permitted time stipulated by HDB so as not to inconvenience your neighbours

For more information, you may access the HDB InfoWEB at www.hdb.gov.sg



Article and Photo Courtesy of the Housing & Development Board.
Source: www.mynicehome.sg



Plumbing Industry An Unappreciated Essential Building Service

Our home is a sanctuary from the stressful and hectic work life that we have to manage almost every day. Much money, time and effort have been invested in turning the house or apartment into a comfortable living environment for one's family.

However, it is inevitable that we will have domestic emergencies such as a burst water pipe or a concealed water pipe leakage. This could cause considerable damage to your property and also all your efforts to build a comfy home. One call to a plumber helps to bring the messy situation quickly under control and minimise further

damages arising from the serious plumbing emergency. But engaging a "wrong" plumber could worsen the problem.

The Singapore Plumbing Society (SPS) Home Plumbing Service has been in operations since 2009, priding ourselves in being able to cover a broad spectrum of plumbing issues in all types of buildings such as factories, offices, HDB housing, shopping malls, condominiums, landed properties and nursing homes. However, we are not well known as the service was not made known to the public. Most of our cases are referrals from SP Services and the Public Utilities Board.

Importance of plumbing extends beyond your home's sink

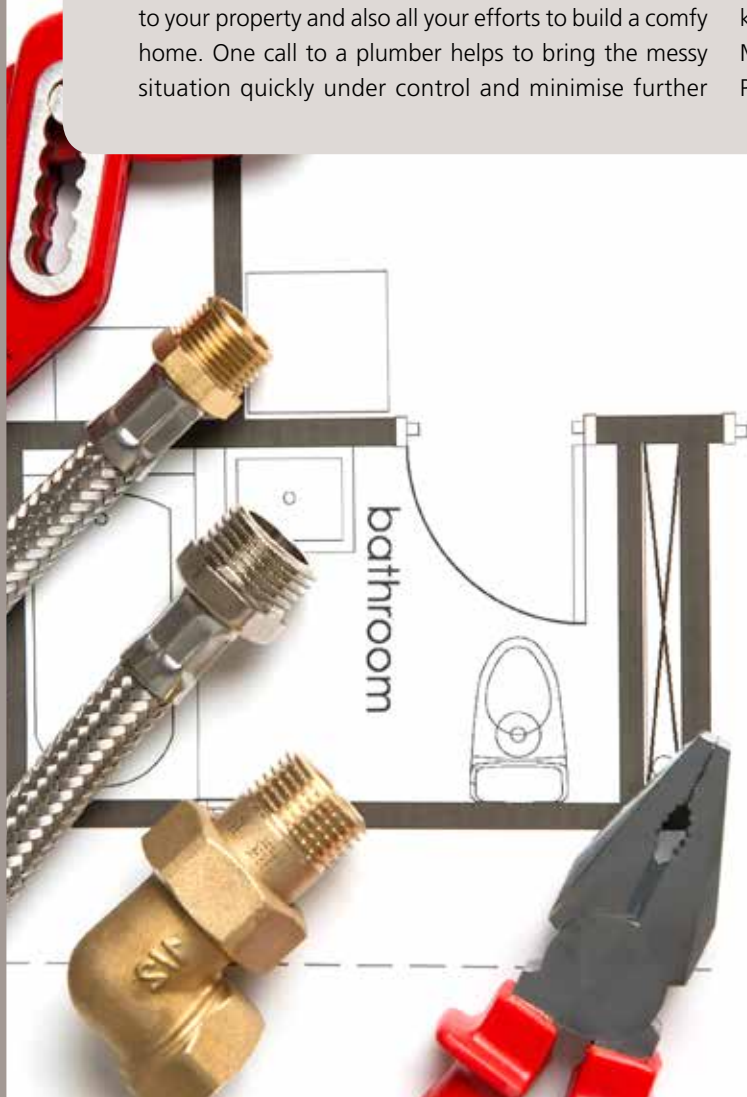
In many countries with questionable plumbing standards, water-borne diseases account for not only a significant number of illnesses but also numerous deaths.

Britain in the 19th century had a large population living in unhygienic over-crowded dwellings. Polluted water from open sewers eventually caused outbreaks of typhoid and cholera, which wreaked havoc across the entire country. It was then when the government decided that public health improvements would be the nation's top priority.

Another example which shows the close link between plumbing and public health risks would be the spread of SARS in Hong Kong in early 2003, which also badly affected Singapore.

The World Health Organization found the spread of the deadly virus was probably aided by faulty plumbing.

Singapore today, is clean and hygienic. This success can be attributed to the high plumbing standards and best practices adopted by our plumbing professionals.



Requirements of Efficient Plumbing System

Plumbing is basically an application of the science of hydraulics to provide clean drinking water to consumers, and convey human waste from sanitary fixtures of a building for disposal in a safe and clean manner.

An efficient plumbing system depends on three factors - the excellence of the design, the quality of the materials used, and the skills and workmanship of the plumbers who carried out the work.

Therefore, it is important that for any plumbing installation, however minor, you should engage the services of a qualified plumber, and not to compromise your safety.

Engaging the "right" plumber

Common consumer complaints received by CASE and SPS on plumbing services include overcharging, unsatisfactory services rendered by the plumber, such as failure to rectify water leakage, chokage of drain-lines or incorrect / improper installation of plumbing and non-compliance of plumbing codes.

1. Avoid getting overcharged

To avoid issues of overcharging, SPS has provided a guideline on common plumbing services and their approximate costs for consumers to take reference and make relative comparison.

| No | Description of Services | Unit Rate |
|----|--|---|
| 1 | Clear toilet bowl chokage | \$130 - \$300 (Excludes High Pressure jetting) |
| 2 | Clear floor trap chokage | \$100 - \$250 (Excludes High Pressure jetting) |
| 3 | Rectify water discharge into toilet bowl by replacing new syphon | \$150 - \$200 (Standard type syphon) |
| 4 | Labour & material to repair: <ul style="list-style-type: none"> i. Exposed copper pipe leak (N.E 1 metre long) ii. Concealed copper pipe leak (N.E 1 metre long) | \$180 \$450 |
| 5 | Replace basin tap / kitchen sink tap fittings (Owner furnished) | \$70 - \$150 |
| 6 | Supply & replace bottle trap | \$70 - \$90 |
| 7 | Relocate water meter in HDB flat | \$900 & above (includes submission) |
| 8 | Labour & equipment to detect water leakage of concealed pipes: <ul style="list-style-type: none"> i. In condominiums ii. In landed property including underground pipes iii. In commercial properties including underground pipes | \$200 and above \$250 - \$500 \$750 and above |
| 9 | Additional charge for transport | \$25 |

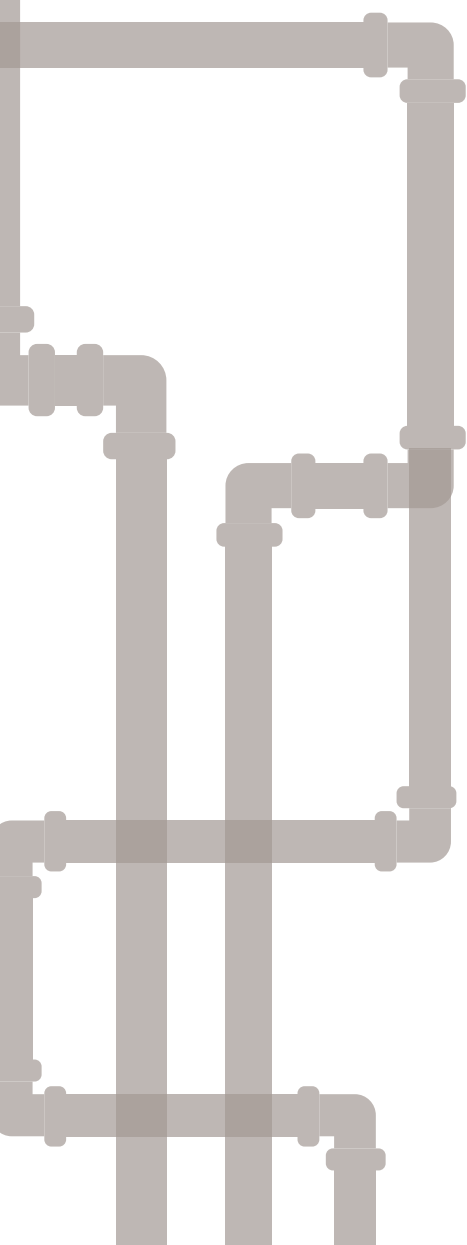
**All works performed by SPS Plumbers will have a 3 months guarantee on workmanship*

2. Be assured of satisfactory plumbing services

In response to media reports of the public's widespread concerns over shoddy work by unqualified plumbers, SPS Home Plumbing Service has recently extended our service to the community at large.

This initiative is a free referral call in service to serve the general public. Anyone who needs to engage a qualified plumber can call SPS Hotline at 62949252 or email sinspa@singnet.com.sg. The call will be directed to a nearest plumber and he will respond to the request as soon as possible.

To ensure quality standards and customer satisfaction, all SPS plumbers have to go through a stringent quality test and are vetted for their experience and professionalism. This process eliminates the home-owner's unnecessary worries of engaging an unqualified plumber from the telephone directories, websites, flyers or newspaper advertisements.



Is CaseTrust for Consumer Protection or Enhancement of a Business Enterprise?

What do you think? Before answering this question, a brief background of CASE and its accreditation arm, CaseTrust, could give you some useful insights.

Consumers Association of Singapore (CASE) is widely known as a charitable, not-for-profit, non-governmental organisation (NGO) with a vision of creating a consumer friendly Singapore. Encouraging businesses to adopt fair trading practices to protect consumer interests should not be misconstrued as being at odds with retail businesses. Besides advocating for the protection of consumers against fraudulent and unethical retailers, CASE has been spearheading businesses towards excellence by means of raising service quality and promoting ethical business practices. As the accreditation arm of CASE, CaseTrust raises industry standards through a stringent audit process, and helps businesses gain a competitive edge by establishing consumer-friendly policies, ethical advertising and proper dispute resolution procedures. This will inevitably boost consumer confidence in patronising CaseTrust accredited businesses without fear of being shortchanged.

Today's consumers are exposed to a myriad of information and are empowered to make an informed purchase by selecting a legitimate business. With the ease of access to information through the online media, even tourists check on the credentials of an outlet prior to a buying decision. In order to realise the vision of building a consumer friendly Singapore, CaseTrust has launched a number of accreditation schemes.



Figure 1: CaseTrust Mark and Sample of Certificate of Accreditation

Accredited businesses will display the CaseTrust Mark with pride, the de facto standard that symbolises the business' promise of the highest possible standards in service quality, demonstrates the business' commitment towards fair trading and transparency to consumers. CaseTrust also educates the business about the Fair Trading legislation, ensuring the businesses do not unwittingly violate the law. The rigorous accreditation process enables the business to have a sound compliance system that meets the needs and demands of international consumers. This helps them to avoid unproductive management time and losses due to disputes or refunds for rejects.

This recognition of being accredited with the CaseTrust Mark further instills consumers' confidence in the business' products and services, resulting in increased consumer loyalty due to the professionalism of the businesses.



Benefits to Businesses with CaseTrust Accreditation

- Gain a competitive edge that distinguishes your business as a reputable enterprise.
- Enhances the brand value vital for international recognition and ease in market expansion.
- Free publicity on CaseTrust's website at www.casetrust.org.sg, which attracts more than 16,000 unique visitors each month and the number is growing.
- Gain brand exposure at open to public community forum and seminars.
- Leverage on the reach of CASE's social media platforms (over 4,400 fans on Facebook)
- Free listing in the bi-monthly publication of The Consumer.
- Keep abreast with the latest consumer trends during exchange

sessions between CASE and other international Consumer Association from Hong Kong, Malaysia, Taiwan, Indonesia and Australia.

Benefits to Consumers

Consumers can get peace of mind and do their shopping at selected stores without worries about the shoddy deals, knowing that the CaseTrust-accredited business engages in fair business practices.

- It protects the Consumer, against unscrupulous sales tactics.
- It enhances your rights.
- It allows you to amicably resolve disputes if it ever arises with the business, through CASE Mediation Centre.
- The advanced deposit or pre-payment is protected against the sudden closure of the business.
- Some of the industry specific benefits are:

| Industry | CaseTrust Accredited Business Benefits |
|---------------------|--|
| Spa and Wellness | Business provides a 5-day cooling off period for consumers to get a full refund |
| Motor Vehicle | Business purchases a \$50,000 insurance bond to protect consumers |
| E-commerce business | Business uses a secure payment mechanism and ensures that client data is kept confidential |

Please visit www.casetrust.org.sg for the detailed criteria of accreditation.



The Current Categories of Businesses under CaseTrust Accreditation Schemes

The following list provides an overview of the diversity in the types of businesses which are currently administered by CaseTrust for accreditation. This list is growing continuously with the demand and feedback from Consumers.

CaseTrust GOLD

- Premier tier of the CaseTrust Accreditation scheme that recognises businesses as key industry leaders
- Companies awarded with CaseTrust Gold includes renowned brands such as Courts (Singapore) Pte Ltd, Brother International Singapore Pte Ltd, DP Credit Bureau Pte Ltd, OSIM International Ltd, Richard Hung Jewellers, Commercial Investigators LLP, Beeconomic Singapore Pte Ltd trading as Groupon Singapore and Stereo Electronics.

Storefront

- Accreditation scheme for retail and service sectors encompassing the following key areas:
 - ◇ CaseTrust Accreditation for Storefront Businesses (All B2C e.g. Retail Stores)
 - ◇ CaseTrust Accreditation for Auto Allied Businesses
 - ◇ CaseTrust Accreditation for Spa and Wellness Businesses
 - ◇ CaseTrust Accreditation for Renovation Businesses
 - ◇ CaseTrust Accreditation for Employment Agencies (FDW)
 - ◇ CaseTrust-DSAS Joint Accreditation for Direct Selling Businesses
 - ◇ CaseTrust-SVTA Joint Accreditation for Motoring Businesses
 - ◇ CaseTrust-SMWA Joint Accreditation for Motor Workshop Businesses
 - ◇ CaseTrust-RCMA Joint Accreditation for Renovation Businesses
 - ◇ CaseTrust-NATAS Joint Accreditation for Travel Agencies
 - ◇ CaseTrust-SSTA Joint Accreditation for School Bus Service Providers
 - ◇ CaseTrust-SJA Joint Accreditation for Jewellery Business

Webfront

- Business are concurrently awarded with the TrustSg Seal in recognition of its sound e-commerce practices.
 - ◇ CaseTrust Accreditation for Webfront Business (E-Commerce)
 - ◇ CaseTrust Accreditation for Combined Storefront and Webfront Business
 - ◇ Online shopping and order booking

For full list of companies under each category, please visit: www.casetrust.org.sg

Statistics of Consumer Complaints

The CASE Mediation Centre records, monitors and helps the resolution of complaints and disputes between consumers and respective business units. Consumer complaints and disputes for business without CaseTrust accreditation forms the majority of the complaints, while CaseTrust accredited businesses received few complaints in comparison.

Overview of Consumer Complaints

Non-CaseTrust Accredited VS CaseTrust Accredited

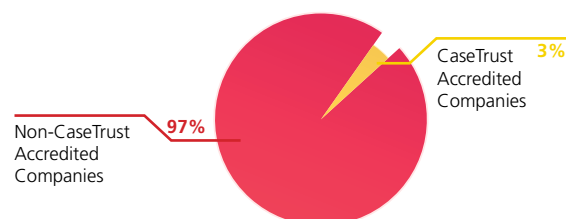


Figure-2: Overview of Consumer Complaints

Conclusion

The CaseTrust Mark is for the benefit of the businesses to ensure that businesses meet the dynamic demands of today's consumers. The rigorous standards set by CaseTrust will foster business excellence and ultimately boost consumer confidence and enhance customer loyalty for CaseTrust accredited outlets. Consumers may shop without worries and benefit from the supervisory role performed by CaseTrust that ensures that transparent and honest policies are implemented. Thus, CaseTrust will be beneficial to both the accredited businesses and the consumers.



sayit@case

Dear CASE

Recently I bought a set of white porcelain dinnerware online. I was greatly disappointed upon receipt on the items. The actual product differed from the ones shown on the website. Instead of pure white, the set was yellowish, which made it look old and dirty. Lids for the teacups were also missing. I tried messaging the seller to ask for an exchange, unfortunately there was no reply.

Am I able to seek redress for this, or take legal action against the online seller?



A

Dear A

Online purchase of physical goods are covered under a consumer protection law known as the Lemon Law. The Lemon Law provides remedies against goods that fail to conform to contract at the time of delivery.

Therefore in this case, you may request the seller to repair, replace, refund or reduce the price of your dinnerware which did not conform to what was depicted on the website.

Do take note that although the Lemon Law does not distinguish between local or foreign online traders, it may not be possible to enforce judgement against the overseas trader if he/she has no presence in Singapore.

If the seller is based in Singapore and refuse to provide any remedy, you can approach CASE for assistance.

Dear CASE

I was attracted by a flyer advertising an upper arm slimming session at a slimming parlour for only \$88. When I visited the parlour, I was informed that the offer was a slimming session for only one upper arm.

Disappointed, I was about to leave the parlour when I was approached by 2 of their staff who started to persuade me to purchase their slimming packages. I felt pressurised and eventually agreed to take up their upper arm slimming session for both arms costing \$210.

After the session, I regretted because paying more than \$200 over for a slimming session was not my initial intention at all. Am I able to request a refund for the service?

B

Dear B

Under the Consumer Protection (Fair Trading) Act (CPFTA), it is an unfair practice to exert undue pressure or influence on a consumer to enter into a transaction.

As you have utilised their service, you may try negotiating with the slimming parlour for a partial refund. If they refuse to provide any remedy, you may approach CASE for advice or assistance.



本文取自2015年10月号的《赞》

未出国门 先吃闭门羹

王先生（化名）3个月前兴致勃勃地通过旅行社为家人预定了年底到欧洲的旅游团，日前却在旅行社的面簿网站赫然得知旅行社倒闭的消息。他立即赶到旅行社的办公室，只发现大门深锁，铁栅上贴着一张宣告旅行社结业破产的通知书。

原是满心期待的一个年底假期，却成为了王先生始料未及的梦魇。试想，每策划一趟旅游，你大多都必须预先支付订款，若遇上信誉不佳的商家“卷铺盖”，不仅坏了度假的雅兴，还添了不少麻烦！

根据新加坡旅游局的数据显示，新加坡去年共有1201家旅行社，其中有159家是新成立的，但过去4年来向新加坡旅游局发出停业通知的旅行社数量也在不断攀升，单在去年，就有114家旅行社结束营业或废止了营业执照。由此可见，像王先生这样，未出国就先吃闭门羹的担忧是真实存在的。

此外，新加坡消费者协会去年就处理了175起涉及旅游业者的投诉，今年的首7个月也已经处理了128起。在众多投诉中，业者无法兑现承诺高居榜首，这就包括违约，或无法提供合约所列明的服务项目。位居第二的投诉则是寻求退款的事宜，第三则是消费者受到不公平待遇而试图向业者索取赔偿。

与旅行社进行交易 应注意什么？

要把风险降至最低，消费者与旅行社进行交易时需注意以下事项：

1. 只找信誉好的旅行社

消费者应该向口碑好、信誉佳的旅行社订购旅游配套，或向获得CaseTrust-NATAS认证的旅行社进行交易，以确保公平交易。

2. 购买旅游保险

消费者应购买全面的旅游保险，不只保障切身需求（如医药费、意外、行李遗失），也应包括紧急情况如班机延误或取消、旅行社破产或突然倒闭等。

3. 细读条款、咨询退款方针

消费者应细读并明白合约条款，清楚知道自己的权利。若消费者得取消行程，视取消通知的时间点，大部分旅行社都愿意退还一部分押金；消费者也可

能碰到旅行社无法兑现合约承诺的情况，此时应询问旅行社是否能提供部分退款。确保所有口头协议以白纸黑字记录清楚方可付款。

4. 选择支付押金

在旅游展购买旅游配套时，消费者应选择支付押金。若要预先为几个月后的行程支付全数金额，风险较高。若旅行社倒闭，消费者的损失较大。以分期付款的形式购买旅游配套也可降低此风险。

旅行社突倒闭怎么办？

买了旅游保险的消费者可向保险公司索取赔偿，否则，他们可向小额赔偿法庭投诉；若旅行社还没废止营业执照，消费者可通过新加坡会计及公司管理局讨回公道。消费者也可以采取法律诉讼，不过费用昂贵。

如果旅行社正面临清盘，消费者应向受委任的清盘人提交债权证明，不过，由于资产往往会先归还银行或财务机构，无担保债权人如消费者本身恐怕无法获得合理的赔偿。

从今年7月15日起，所有持牌旅行社必须询问顾客是否有意购买涵盖旅行社破产的旅游保险，进一步保障消费者的利益。

消协并非执法机构，所能给予消费者的法律援助有限，只能通过协商来调解纠纷。如果旅行社已倒闭，或不在原址营业，那更是困难重重。此时，消费者应该向小额赔偿法庭申请赔偿。

旅行社倒闭个案

2014年一五星旅游

在没有预警的情况下，五星旅游突然在2014年1月宣布倒闭，并面临清盘。报道指该旅行社在倒闭前一个星期仍在为旅行团收取款项，引来网友的严厉批评。消协接获约300个投诉，大部分是担心农历新年高峰期无法重新订购开往马来西亚的客运车票，既昂贵又麻烦。消协于是向获CaseTrust认证的旅行社要求援

助，所幸有几家旅行社挺身而出，愿意免费或以折扣价出售车票给受事件影响的顾客。

2015年一乐乐假期

消费者通过旅行社大门张贴的告示以及旅行社的面簿网页得知倒闭消息。报道指旅行社投资房产不慎而亏损了200万元。受影响的顾客被告知通过保险公司，或小额赔偿法庭，或消费者协会索

取赔偿。有鉴于此，消协接到约100起针对乐乐假期的投诉。

旅行社老板也称，大多数的飞机票已全数还清，因此消协便要求各别航空公司为受影响的顾客办理飞机票退款。有些航空公司出于善意同意退款，有些较不幸的消费者因没有购买旅游保险而无法拿回定金。

CaseTrust Accredited Businesses

CASETRUST GOLD FOR STOREFRONT

Brother International Singapore Pte Ltd
Commercial Investigations LLP
NTUC Fairprice Co-operative Ltd
OSIM International Ltd
Richard Hung Jewellers (Pte) Ltd
Stereo Electronics Pte Ltd

CASETRUST GOLD FOR WEBFRONT

Beeconomic Singapore Pte Ltd trading as Groupon Singapore

CASETRUST GOLD FOR COMBINED STOREFRONT AND WEBFRONT

Courts (Singapore) Pte Ltd
DP Credit Bureau Pte Ltd

CASETRUST FOR STOREFRONT

@bsolute Solutions Pte Ltd
All Best Air-Conditioning & Electric Pte Ltd
Audio House Marketing Pte Ltd
Azora Curtain Pte Ltd
Azora Lighting Pte Ltd
Azora Studio Pte Ltd
Cash Online Jewellery Pte Ltd
Cash Online Pawnshop Pte Ltd
Casket Fairprice Pte Ltd
Chip Lee Goldsmith Jewellery
ChoiceCycle CCTV Pte Ltd
Credit Bureau (Singapore) Pte Ltd
Dreft Funeral Services Pte Ltd
Elite Deco Pte Ltd
Gold N Gems Pte Ltd
Kemp Singapore Pte Ltd
Kemp Trading
Memory World (S) Pte Ltd
MoneyMax Group Pte Ltd
MoneyMax Jewellery Pte Ltd
MoneyMax Pawnshop Pte Ltd
Mount Vernon Sanctuary Pte Ltd
Ndroid Pte Ltd under the brand name of iRepair
Nu Photo Private Limited
Perfect Deco Pte Ltd
Royal Sence Pte Ltd
SFS Care Pte Ltd
Skap Logistics Pte Ltd
Star Furniture Pte Ltd
Sungel Emas Pte Ltd
The Curtain Boutique (S) Pte Ltd
Valuemax Group Ltd
White Horse Ceramic (S) Pte Ltd
Yew Lee Heng LP-Gas Trading Pte Ltd

CASETRUST FOR WEBFRONT

Agency For Integrated Care Pte Ltd
Cat & The Fiddle Pte Ltd
Fun Link
Sisic.com Pte Ltd

CASETRUST FOR COMBINED STOREFRONT AND WEBFRONT

Lunch Actually Pte Ltd
Unique Motorsports Pte Ltd

CASETRUST FOR AUTO ALLIED BUSINESSES

Hock Cheong Automec Pte Ltd
KATC Autotrans Pte Ltd

CASETRUST FOR EMPLOYMENT AGENCIES

121 Personnel Services Pte Ltd
Assured Employment Services Pte Ltd
AUK Management Services Pte Ltd
Budget Employment Agency
Budget Employment Service Centre
Contact Asia Pte Ltd
Enreach Employment Pte Ltd
Home Employment Agency Pte Ltd
Home Employment Service Centre Pte Ltd
Homekeeper International Pte Ltd
Homekeeper Jobsplacement Pte Ltd
Jas Employment Agency
Jas Employment Services
Loyal Employment Agency
Maid Management Services Pte Ltd
Nation Employment Pte Ltd
OK Maid Pte Ltd
Pro Maids
Team-up Resources Pte Ltd
United Home Employment Agency Pte Ltd
United Home International Pte Ltd

CASETRUST FOR RENOVATION BUSINESSES

2nd Phase Design ID Pte Ltd
AD. I Wrks Studio Pte Ltd
All About Designs Pte Ltd
Artrend Design Pte Ltd
Carpenters.com.sg Pte Ltd
De Exclusive ID Group Pte Ltd
Decor Werkz Pte Ltd
Edgeline Planners Pte Ltd
FC Group Pte Ltd
Home Guide Design & Contracts Pte Ltd
Ideal Design Renovation Pte Ltd
Image Creative Design Pte Ltd
JSR Design & Renovation Pte Ltd
Living Gaia Interior Pte Ltd
One Design Werkz Pte Ltd
Promax Design Pte Ltd
Renozone Interior Design House
Spacious Planners Pte Ltd
Spire ID Pte Ltd
The Wooden Platform Pte Ltd
U-Home Interior Design Pte Ltd
Unimax Creative Pte Ltd
Urban Design House Pte Ltd
Urban Habitat Pte Ltd
Visual Changes Interior Pte Ltd
Visual Dreams Pte Ltd
Weiken.Com Design Pte Ltd
Woodplus Design
Y-Axis ID Pte Ltd
Zhuang Jia Home of Design

CASETRUST FOR SPA & WELLNESS BUSINESSES

123 Spa
17 August Pte Ltd under the brand name of Molly Cuddle Spa By Dr Cindy
21 Capital Pte Ltd trading as Lacquer & Spa
60 Min/Sec Pte Ltd under the brand name of Upper Thomson Spa
A Fond Boutique Spa Pte Ltd
A Fond Leisure Spa Pte Ltd
Absolute Wellness Group Private Limited
Acupuncture and Tui Na Chinese Medicine Centre
Adesa Professionals Pte Ltd under the brand name of Adesa Professionals
Adonis Beauty Consultants Pte Ltd under the brand name of Adonis - Jurong East
Adonis International Pte Ltd under the brand name of Adonis - Bukit Batok
Adonis Nuskun Pte Ltd under the brand name of Adonis - Ang Mo Kio
Adonis Nuskun Pte Ltd under the brand name of Adonis - Bedok North
Agnys Beauty Centre LLP under the brand name of Agnys Beauty Centre
Alexis Links under the brand name of OPI Centre
All About Massage Pte Ltd under the brand name of Spa Infinity
Allievate
Allure Nail & Wellness Pte Ltd
Amanda TTM Thai Medicine
Amarin Spa Pte Ltd under the brand name of Amarin Spa
Amore Fitness Pte Ltd under the brand name of Amore Boutique
An - Hougang
An Qi Spa
Anantha Ayurvedic Health Care Pte Ltd - Buffalo Road
Ancient Dynasty Pte Ltd under the brand name of Ancient Dynasty
Massage & Spa
Angel Beauty Studio
Angels Dream Spa Pte Ltd
Anglo Thai Enterprises Pte Ltd under the brand name of Ayuthaya - The Royal Thai Spa - Bras Basah
Anglo Thai Enterprises Pte Ltd under the brand name of Ayuthaya - The Royal Thai Spa - TreeTops Executive Residences
Ani Thai Style
Applied Metaphysics Pte Ltd under the brand name of ISAMS
Art of Slimming & Beauty Care Pte Ltd
Ashi Foot Reflexology
Ashi Reflexology
Avon Beauty Aesthetics LLP under the brand name of Avone Beauty Secrets
Ayur Health Pte Ltd
Ayush Ayurvedic Pte Ltd
Ayush Ayurvedic Pte Ltd-Bedok
Azalea Beauty Pte Ltd under the brand name of Rose Spa - Ang Mo Kio
Azalea Business Pte Ltd under the brand name of Rose Spa - Clementi

Balik Kampung Private Limited under the brand name of Balik Kampung
Balinese Thai Wellness Pte Ltd
BB Beauty Pte Ltd
Beach Road Hotel (1886) Ltd under the brand name of Raffles
Amrita Spa
Beaute Bay Pte Ltd
Beautiful Tips Pte Ltd under the brand name of Beautiful Tips
Beauty 100 (S) International Pte Ltd
Beauty 100 (S) International Pte Ltd - Bugis Village
Beauty Base
Beauty Creator Face & Spa
Beauty Forever Saloon Pte Ltd - Ghim Moh
Beauty Hope Pte Ltd under the brand name of Beauty Hope
Beauty Mi Spa under the brand name of B.M. Spa
Beauty Nails Spa
Beauty Valley Pte Ltd under the brand name of Beauty Valley
Belle De Beaute
Bellus De Chame
Best Healthcare Centre
Black Swan Beauty Pte Ltd under the brand name of Black Swan Nail Care
Blessed Health TCM Clinic
Blessed Seven Pte Ltd under the brand name of Beaute by Kew
Bloom Beauty And Wellness Pte Ltd
Blue Butterflies Pte Ltd under the brand name of Blue Butterflies Spa
Blue Wave Spa
Bodywork Clinic Pte Ltd under the brand name of Beauty, Mums & Babies By Bodywork Clinic Pte Ltd
Bonafides Beauty Pte Ltd
Bonafides Beautycare Pte Ltd - Bukit Merah Central
Bonafides Beautilmage Pte Ltd
Bonafides Beautique Pte Ltd - Ang Mo Kio
Bonafides Beautispa Pte Ltd
Bonafides Esthetic Centre
Botanique
Boutique Spa Pte Ltd
Callista Face, Body, Spa Pte Ltd
Camellia Yingchia Pte Ltd under the brand name of Camellia
Capella Hotel, Singapore under the brand name of Auriga Spa
Caring Jean Trading under the brand name of Indulge Skin & Body Lab
Casa Santosa Pte Ltd under the brand name of Casa Santosa
CC Thai Massage & Therapy
Celestial Sanctuary Singapore Private Limited under the brand name of Celestial Sanctuary Orchard
Chang Life Style Pte Ltd
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Therapy Pte Ltd - Serangoon Garden
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - Bedok Point
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - Eastpoint
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - JEM
Chen Kang Therapy Pte Ltd under the brand name of Chen Kang Wellness - Tampines
Chen Kang Wellness Pte Ltd under the brand name of Chen Kang Body Spa
Chen Kang Wellness Pte Ltd under the brand name of Chen Kang Wellness - Thomson Plaza
Chen Kang Wellness Pte Ltd under the brand name of Chen Kang Wellness - Northpoint
Chen Kang Wellness Pte Ltd under the brand name of Chen Kang Wellness - West Coast Plaza
Chen Kang Wellness Spa Pte Ltd under the brand name of Chen Kang Wellness - NEX
Chengmai Lanna Thai Massage
CHI The Spa
Chinese Medical Centre Pte Ltd trading as Da Zhong Thai Pte Ltd
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Bukit Merah Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Choa Chu Kang Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Eunios Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Jurong Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Jurong West Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Redhill Branch

Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Tampines Branch
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Yishun Branch
Chinois Spa Pte Ltd under the brand name of Chinois @ Fort Canning
Chop!Chop! Private Limited - Raffles
Chop!Chop! Private Limited under the brand name of Chop!Chop! Pte Ltd - Marina
Chrysalis Spa Pte Ltd - AMK HUB
Chrysalis Spa Pte Ltd - Pacific Plaza
Chrysalis Spa Pte Ltd - Westgate
Citibella (JPONE) Pte Ltd under the brand name of Citibella Beauty Club & Artelier
Citra Ayu Bridal Beauty & Spa
City Beauty Therapy
Clairins Pte Ltd under the brand name of Clairins Skin Spa
Colorful Nails
Consummate Beauty Centre under the brand name of Consummate Beauty & Wellness
Coral Cove Spa
Coral Ocean Wellness Pte Ltd under the brand name of Coral Ocean Wellness
Coral Sea Wellness Centre
Coral Sea Wellness Centre under the brand name of Hua Mulan Spa
Coral Sea Wellness Centre under the brand name of Yuan Spa
Corals Beauty
Corene Nail Spa Pte Ltd
Cosy Feet Pte Ltd
Cozy Spa Private Ltd
Crawford Development Pte Ltd under the brand name of Frictio Villa
Da Jiao Yin Zu Dao
Daisho Development Singapore Pte Ltd under the brand name of Heavenly Spa By Westin TM
De Beaute (SSC) Pte Ltd - #01-01/10 De Beaute (SSC) Pte Ltd - #B1-00 De Beaute Beauty & Slimming Pte Ltd - International Plaza
De Beaute Beauty & Slimming Pte Ltd - Ruxy Square
De Pure Spa
Dermis Beauty Wellness Pte Ltd under the brand name of Dermis Beauty Wellness
Dinnah Wellness & Medispa For Woman
Donna Spa Pte Ltd under the brand name of Donna Beauty
Dream Skin Beauty Wellness
Du Du Beauty Pte Ltd under the brand name of Du Du Beauty
Earth Spa Inc Pte Ltd under the brand name of Earth Spa
Eastern Healthcare & Reflexology Centre Pte Ltd
Efflorescence Face Eyebrow
Elegance Beauty & Slimming Centre Pte Ltd
Elegant Nails Pte Ltd under the brand name of Elegant Faces
Elements Wellness Pte Ltd under the brand name of Spa Elements
Elements Wellness Pte Ltd under the brand name of Spa Elements - ION
Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Ang Mo Kio
Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Tampines
Energy Bay Traditional Therapy & Beauty Spa under the brand name of H Wellness Spa
Energy Therapy Centre
Estheva under the brand name of Estheva Spa
Expert Beaute (IE) Pte Ltd
F5 Wellness Pte Ltd under the brand name of Rose Spa
Family Wellness Healthcare Centre
Fashion Nails Spa
FIL Spa Intelligence Pte Ltd - Chinese Swimming Club
FIL Spa Intelligence Pte Ltd - Far East Finance
FIL Spa Intelligence Pte Ltd - Singapore Shopping Centre
Fingerflex Pte Ltd under the brand name of Palace Spa
Four Seasons Hotel Singapore under the brand name of The Club At Four Seasons Hotel
Four Seasons Traditional Physiotherapy And Beauty Healthcare
Fragrance Beauty & Slimming Treatment Hub
G. Spa Pte Ltd
Gallant Enterprise Pte Ltd under the brand name of Thumbelina

Gang Sheng Pte Ltd under the brand name of Spellspa
Gao Mu TCM Therapy Centre under the brand name of Gao Mu TCM Therapy
Garden Spa Pte Ltd under the brand name of Aramsa Spa
GLO Diva Pte Ltd
Global Ayurvedic Centre Pte Ltd
Global Wellness Holding Pte Ltd under the brand name of Body Contours - Hill Street
Global Wellness Holding Pte Ltd under the brand name of Body Contours - Raffles Town Club
Global Wellness Holding Pte Ltd under the brand name of Body Contours - Row Square
Global Wellness Holding Pte Ltd under the brand name of Body Contours - Royal Brothers Building
Global Wellness Holding Pte Ltd under the brand name of Passage Lifestyles
Golden Bay Beauty & Body Care
Golden Wheat Spa Pte Ltd
Good Hope Foot/Body Massage
Goodlady TCM & Beauty (Pte Ltd)
Grand Hyatt Singapore under the brand name of Grand Hyatt Singapore Damai Spa
Green Apple Foot Spa Pte Ltd under the brand name of Green Apple Spa
Green Apple Spa @ Siglap Pte Ltd under the brand name of Green Apple Spa
Grendian Wellness LLP
H.D.B. Beauty & Spa
H.D.B. Beauty & Spa - Chai Chee
Ha Kang Traditional Therapy
Han Dynasty Wellness Spa Pte Ltd under the brand name of Han Dynasty Massage & Spa
Hana Body Wellness
Hara Healthcare Pte Ltd under the brand name of Hara Massage
Healing Hands Mona Foot Reflexology
Healing Thai Massage
Healing Touch
Healing Traditions
Health Life Spa Pte Ltd under the brand name of TianYuan Spa
Healthfit Massage Therapy LLP
Healthland Pte Ltd
Heart Springs Spa (Hougang) Pte Ltd
Heart Springs Spa (Serangoon) Pte Ltd under the brand name of Heart Springs Spa
Herbal Footcare Health and Beauty Centre Pte Ltd
Herbal Footcare Health and Beauty Centre Ltd - 01-15/16
Herbal Footcare Health and Beauty Centre Pte Ltd - 01-42
Herbal Footcare Health and Beauty Centre Pte Ltd - 02-15
Holo Traditional Chinese Medicine Clinic LLP
Hong Cheng under the brand name of Keltina Health And Beauty Hub
Hong De Tang Chinese Physician & Traditional Therapy Centre
Hot Spa Pte Ltd
Hwang's Beauty & Spa
Hygeia Pte Ltd
Hygeia TCM Wellness Pte Ltd under the brand name of Hygeia TCM Wellness
iBeauty & Slimming Centre
Ichiban Foot Reflexology Centre
Ignite 88 Spa
Ikeda Spa Pte Ltd
Ikeda Spa Pte Ltd under the brand name of Ikeda Spa Prestige - Eu Tong Sen Street
Imperial Apple Spa Pte Ltd under the brand name of Imperial Apple Spa
Imperial Spa Private Limited
Ina Spa Pte Ltd. under the brand name of Ina Spa
Inno-Workz Pte Ltd under the brand name of Ladyfinger - Ang Mo Kio
Inno-Workz Pte Ltd under the brand name of Ladyfinger - Tampines
Institut Care & Balance Beauty Workshop Pte Ltd
IS Spa
ISpa Wellness under the brand name of ISpa
J Edition Pte Ltd under the brand name Rule of Thumb Sanctuary Spa
J Spa
Jas-Indulge Pte Ltd under the brand name of Jas-Indulge
JBS Healthcare Pte Ltd
Jean Yip Salon Pte Ltd under the brand name of Jean Yip The Loft
Jia Le Beauty Salons
Jia Yu Beauty Village under the brand name of Jia Yu Chun Holistic Face & Body Spa - Bukit Batok

Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - #01-282
Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - West Coast Drive
Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend Wellness Centre - West Coast Road
Jin Sheng Tang Chinese Medicine Centre under the brand name of Jin Sheng Tang Wellness Spa
Jin Sin Spa under the brand name of JS Spa
Jin Yang TCM LLP
Joneling Chi Spa Pte Ltd under the brand name of Joneling Chi Spa House
Jovial Beauty Care Pte Ltd under the brand name of Q Spa
JQ2 Spa Pte Ltd under the brand name of JQ Spa
JR Reflexology
J's Rejuvenation Place Pte Ltd under the brand name of Lancome Beauty Institute
June Skin Care Therapy under the brand name of June Skin Care
Kalo Beauty Pte Ltd under the brand of Kalo Beauty
Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #02-23
Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #B1-28
Kang Mei Beauty Centre
Kang Yi Wellness Spa
Kang Yuan Ge under the brand name of Kang Yuan Ge Spa
Kanglin
Kawaii Nails
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - 313
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Esplanade
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Funan
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Marina Square
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - MBS
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Tanglin
Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Vivacity
Kerala Ayurveda Centre Pte Ltd under the brand name of Kerala Ayurveda Centre
Kerala Ayurveda Centre Pte Ltd under the brand name of Kerala Ayurveda Centre - Clementi
Kimiyo-G Beauty Pte Ltd
Kinn Leisure Pte Ltd under the brand name of Kinn Leisure Spa
Kiray Face & Body Spa Pte Ltd
KJSG (Pte. Ltd.) under the brand name of Manth Wellness
Knead Pte Ltd
Koyee Beauty & Physiotherapy Specialist
Kristos Group Pte Ltd under the brand name of My Happy Feet
La Source Singapore Pte Ltd under the brand name of La Source Spa
Lai Lai Massage
Lampun Thai Spa
Lavande Group Pte Ltd under the brand name of Lavande
Lavande Group Pte Ltd under the brand name of Lavande - Raffles
Lavender Beauty & Health Wellness under the brand name of Lavender Spa
Le Queenz Pte Ltd
Le Spa Group Pte Ltd under the brand name of Le Spa
Le Zen Pte Ltd under the brand name of Jurlique Day Spa
Left Leg Innovation Pte. Ltd.
Let's Relax Spa
Li Li Mei Rong Ge
Li Xin Beauty & Wellness
Lian Xin Wellness Spa

CaseTrust Accredited Businesses

Lifespas (Bugis) Pte Ltd
Lifespas Slender's Bodyrite Pte Ltd
Lim plus Nail (S) Pte Ltd under the brand name of Kiyone+Lim
Lin Jia TCM Wellness Centre
Lin Spa
Lin Xing TCM Pte Ltd under the brand name of Ling Xin TCM
Little Dot's Haven
Live Spa
Long Kang TCM Medical Pte Ltd
Long Quan Beauty Spa
Lush Massage Loft
Lushkara Beauty & Bridal Services LLP
Lynn Aesthetic Pte Ltd
M Beauty Spa
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang MKB TCM Wellness Centre - AMK 8
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang MKB TCM Wellness Centre - Pacific Plaza
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - AMK 10
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Bain Street
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Bedok North
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Clementi
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - New Bridge Road
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Toa Payoh
Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Westgate
Malayala Ayurveda Vaidyasala Pte Ltd
Marina Bay Hotel Private Limited under the brand name of The Spa at Mandarin Oriental Singapore
Marina Bay Sands Pte Ltd under the brand name of Banyan Tree Spa
Marina Bay Sands
Mary Chia Beauty & Slimming Specialist (Orchard) Pte Ltd
Mary Chia Beauty & Slimming Specialist Pte Ltd - NEX
Mavis Retreat Pte Ltd
Mei & Yasu Enterprise Pte Ltd
Mei Ya Beauty & Spa Pte Ltd
Mei Yaa Foot Massage
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MNR Spa under the brand name of S Spa
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Modern Beauty Salon (S) Pte Ltd under the brand name of Modern Beauty Salon - Orchard Shopping Centre
Moxibustion Healing & Wellness Centre Pte Ltd under the brand name of Moxibustion Healing & Wellness Centre - Ghim Moh
My Cozy Room LLP under the brand name of My Cozy Room
My Foot International Pte Ltd trading as Airport Wellness Oasis
My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Changi Airport

My Nail Paradise
Nail Addiction - United Square
Nail Addiction under the brand name of Nail & Massage Addiction - Temasek Boulevard
Nail Glamour Pte Ltd
Nail That Look Pte Ltd under the brand name of Nail That Look
Nails In Love LLP under the brand name of Plush
Nailz Allure
Narcissus Hairdressing & Beauty
Wellness under the brand name of Narcissus Hairdressing and Beauty Wellness
Natural Impressions Pte Ltd under the brand name of Shimmer & Shine
Nature Beauty & Therapy Centre under the brand name of Healing @ Spa
Nature TCM under the brand name of Alma Beauty & Spa
Naturecare Oriental Massage LLP
Natureland Care Pte Ltd under the brand name of Natureland
Natureland Clinic Pte Ltd under the brand name of Natureland
Nelia's Nails And Beauty Centre Pte Ltd under the brand name of Nelia's Nails And Beauty Centre
Nelia's Nails And Beauty Centre Pte Ltd under the brand name of Nelia's Nails And Beauty Centre (#04-70)
New V Spa
New Wellness Spa
New YouHao
NFU,Oh Boutique Nail Pte Ltd
Nimble Knead LLP
Nopphawan Massage & Spa Pte. Ltd.
Northeast Traditional Therapy Centre
O2 Spa Pte Ltd under the brand name of O2 Spa
Oceanwerks Pte Ltd under the brand name of Ocean Spa
OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - East Coast
OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - Neil Road
Okay Foot Reflexology
Okay Foot Reflexology - Sin Ming
OM Vedic Heritage Centre Pte Ltd
One Beauty Spa LLP under the brand name of One Beauty Spa - Eunoss
One Beauty Spa LLP under the brand name of One Beauty Spa - Liang Seah Street
One Farrer Spa Retreat under the brand name of One Farrer Pte Ltd
One Spa 1
Oneness Inc. Wellness Concept Pte Ltd under the brand name of Le Spa
Orchid Spa & Wellness
Oriental Therapy Pte Ltd - Alexandra
Oriental Therapy Pte Ltd - Club Street
Oriental Traditional Therapy Pte Ltd
Oscar Foot & Body Massage
Our solution Pte Ltd
Palace Spa
Parkroyal Pickering Hotel Pte Ltd under the brand name of St. Gregory at Parkroyal on Pickering
Pattaya Fingerprint Fitness Centre
Perfect Beauty Centre - Rochor
Petals by Flora LLP under the brand name of Petals By Flora
Pine-Top Pte Ltd under the brand name of Pine Spa
Plaza Premium Lounge Singapore Pte Ltd under the brand name of Wellness Spa
Praise Beauty (S) Pte Ltd
Pretty Relax Pte Ltd
Pretty Young Beauty & Slimming Centre under the brand name of Pretty Young Foot Reflexology
Princess Nail's Salon
Probeau & Wellness
Pro-Beau Pte Ltd under the brand name of Shimmer & Shine
ProSlim International Pte Ltd under the brand name of ProSlim
Prosperous Spa Pte Ltd
Pure Angel Pte Ltd
Purifit Group Pte Ltd under the brand name of Pure Spa by Superbowl
Qian Qian Yu Shou
Qian Zu Yuan
Qianzutan
Qin Spa
Qing Wellness Pte Ltd under the brand name of Rimba Spa
Qing Zhu Fang
Qiyu Beauty & Wellness Pte Ltd under the brand name of You & Me Spa
Rael Pte Ltd under the brand name of Spa Rael

Rayswift Chinese Medicine Centre
RC Hotels Pte Ltd under the brand name of Willow Stream Spa
Red Dot Wellness Spa
Reflexions Pte Ltd
Refresh Bodyworks (S) Pte Ltd under the brand name of Refresh Bodyworks - Anchorpoint
Refresh Day Spa Pte Ltd under the brand name of Refresh Bodyworks - Tanglin Mall
Refresh Plaza Pte Ltd under the brand name of Refresh Bodyworks
Refresh Plaza Pte Ltd under the brand name of Refresh Day Spa - Capri Hotel
Refresh Star Pte Ltd under the brand name of Refresh Bodyworks
Refresh Thai Sanctuary Pte Ltd under the brand name of Thai Sanctuary By Refresh Bodyworks
Regina International Pte Ltd under the brand name of Regina Hair Skin Body Specialist - 100AM
Rejuvenate under the brand name of Rejuvenate Spa - Bali Lane
Relax Bay under the brand name of No.9 Massage & Spa
RelaxPro International
Resorts World At Sentosa Pte Ltd under the brand name of ESPA
Rounge Pte Ltd under the brand name of Rounge SGC Nail Salon
RSVP Holdings Pte Ltd under the brand name of Jawed Habib Hair & Beauty Salon
Ru Xin Spa
S&N Spa Pte Ltd under the brand name of S&N Spa
Sabaai Sabaai Group Pte Ltd
Samm Nail Spa Pte Ltd
San Duo Traditional Physician Center
Sand Beauty Spa
Scent Discovery Face & Body Wellness Pte Ltd
Scenatary Lifestyle Pte Ltd
Secret Wellness Pte. Ltd.
Sedona Singapore International Pte Ltd under the brand name of Datsumo Labo - Orchard
Sedona Singapore International Pte Ltd under the brand name of Datsumo Labo - Tanjong Pagar
Sensational Spa & Wellness Pte Ltd
Senses Wellness Spa Pte Ltd under the brand name of Ling Xin TCM
Sensuous Beauty Pte Ltd
Serene Spa
Serene Spa - Upper Thomson
SG Bodycare
SG50 Spa
Shambhala Yoga Centre Pte Ltd under the brand name of Como Shambhala Spa
Shan Traditional Therapy
Shaofang Pte Ltd under the brand name of Le D'or Beaute
Shape Up House Singapore Pte Ltd under the brand name of Beauty Spa
Miss Paris and Dandy House
Shuang Spa LLP
Shugar Spa
Si Mei TCM Centre LLP
Siam Traditional Finger Pressure Centre
Silk Spa - Beach Road
Silk Spa - Jalan Sultan
Simply Great Pte Ltd under the brand name of Dragon Phoenix Traditional Massage
Sin Kang Traditional Therapy - 100AM
Sin Kang Traditional Therapy - Tanjong Pagar Plaza
Singapore Marriott Tang Plaza Hotel under the brand name of The Retreat Concepts Pte Ltd
Skin Miracles Pte Ltd
Skywalker International Pte Ltd under the brand name of Royal Home
SL Hair & Beauty Slimming Centre Pte Ltd
Soul Relief Spa'ssage And Body Wellness
Soul Relief Spa'ssage and Body Wellness - St 1
Southern Spa
Spa Aurora Pte Ltd
Spa Club At Beach Road Investments Pte Ltd under the brand name of Club at Beach Road
Spa D Lite
Spa D' Raviver
Spa De Beaute
Spa De Sente
Spa Empire Private Limited under the brand name of Four Seasons Spa
Spa Menu Pte Ltd under the brand name of Masego
Spa Valley Pte Ltd

Spa-1 Wellness Centre Pte Ltd
Spacio Beauty Pte Ltd - #01-229 Clementi
Spacio Beauty Pte Ltd - Bedok North
Spacio Beauty Pte Ltd - Bencoolen
Spacio Beauty Pte Ltd - Toa Payoh
Spajelita Pte Ltd under the brand name of Spajelita
Spayuri Pte Ltd
Splendid Overseas Pte Ltd under the brand name of Be Sanctuary Spa - Tampines
Splendid Overseas Pte Ltd under the brand name of Be Sanctuary Spa - Toa Payoh
Spring Melody Spa
Spring Oasis Pte Ltd under the brand name of Spring Oasis Medispa & Wellness
Sri Bayu Balinese Spa Pte Ltd
St. Regis Hotel Singapore under the brand name of Remede Spa
Star Shine Wellness
Starry Traditional Massage
Stella Wellness Centre Pte Ltd
Summer Nail Services Pte Ltd
Sun Flower Spa
Sunflower Aroma Therapy
SwissBrands Singapore Pte Ltd under the brand name of EdeS Spa - Tanjong Rhu
T D Spa
T2 Beauty Nails
Tang Dynasty Spa Pte Ltd under the brand name of Tang Dynasty Massage & Spa
Tang Dynasty Wellness Spa
TCM TIME
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TG Traditional Massage Pte Ltd
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The Luxe House Pte Ltd under the brand name of The Luxe House
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The Nail Status Pte Ltd - Far East
The Nail Studio Pte Ltd - Sengkang
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The Retreat Concepts Pte Ltd under the brand name of The Retreat Spa
The Singapore Resort & Spa under the brand name of So Spa
The Ultimate Pte Ltd - Bukit Batok
The Ultimate Pte Ltd - Shaw Centre
The Ultimate Pte Ltd under the brand name of Adeva Spa
The Viet Nails
The White Spa Pte Ltd
Theme Of Beauty Pte Ltd under the brand name of Theme of Beauty
Tian Le Beauty & Health under the brand name of Regarding Spa
Tony Management under the brand name of Spa Lifestyle Beauty & Care Pte Ltd
Total Wellness Therapy Pte Ltd under the brand name of Le Petit Spa
Touch On Asia
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Jurong Kechil
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Upper Thomson
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House Of Traditional Javanese Massage & Beauty Care - Bukit Timah
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House Of Traditional Javanese Massage & Beauty Care - East Coast
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Goldhill

Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Pasir Panjang
Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Sembawang
Traditional Javanese Massage Hut
WCP Pte Ltd under the brand name of Traditional Javanese Massage Hut
Traditional Spa
Tree House Spa
Tropical21
TT Quick Massage Pte Ltd under the brand name of TT Quick Massage
TT Quick Massage Pte Ltd under the brand name of TT Quick Massage - Century Square
U Refresh Spa
U-Beauty Holistic Wellness under the brand name of U Beauty Salon
Unique Spa
UOL Claymore Investment Pte Ltd under the brand name of St. Gregory at Pan Pacific Orchard
Urban Homme Face And Body Studio
For Men Pte Ltd - Nex
Urban Homme Face And Body Studio
For Men Pte Ltd - Ngee Ann City
Urban Spa
V Beauty Wellness Spa under the brand name of V Spa
V Wellness Spa
Vedure Pte Ltd under the brand name of Vedure Mediboutique
Voguish Selections Pte Ltd under the brand name of Voguish Selections
Wan Lin Healthcare Centre Pte Ltd
Wanita De Asian Spa Pte Ltd
Wannian Slimming & Beauty Treatment Centre Pte Ltd
Warisan Spa Pte Ltd
Wayan Retreat Wellness Spa Pte Ltd
Wellness & Care Pte Ltd
Wellness Space Pte Ltd under the brand name of Wellness Space
Woon Wellness Pte Ltd under the brand name of Renelle
Xi Yuan Foot Spa
Xi Yuan Foot Spa - 91 Jalan Sultan
Xiao Xue Pte Ltd under the brand name of Ru Yi
Xiaoxi Foot Reflexology Centre under the brand name of Xiaoxi Deep Tissue Massage Centre
Xin Rong Beauty Life
Xin Yu Foot Spa
XingLongTherapy Centre
Xinmolei Spa
XT Slimming & Facial Beauty Pte. Ltd. under the brand name of XT Body Nails Face
Xuan Beauty & Spa
Y S Beauty Salon
Y S Beauty Salon - Bukit Batok
Yang Guang Zhong Yi
Yang Sheng Centre
Yelin Enterprises Pte Ltd
Yelin Services Pte Ltd under the brand name of The Best Acupuncture Centre
Yeping Beauty Treatment House
Yi Chun Ge Spa Pte Ltd under the brand name of Yi Chun Ge Spa
Yi Shui Fang Massage
Yi Xin TCM Medical Clinic
Yi Zhen Reflexology & Beauty Centre Pte Ltd - Bishan
Yi Zhen Reflexology & Beauty Centre Pte Ltd - Clementi
Yin Qian Ge
Ying Beauty & Facial under the brand name of Ying Beauty Spa
Yume Beauty & Wellness Pte Ltd under the brand name of You Me Spa
Yu Sheng Tang (TCM) Clinic
Yu Ya Beauty & Health Centre Pte Ltd
Yuan TCM Wellness Pte Ltd
Yue Yuan Beauty Spa
Yun Wellness Spa
Yun X&W Pte Ltd under the brand name of Eco Wellness Spa
Zen Wellness - Concorde Hotel
Zen Wellness - Cuppage Plaza
Zufu Reflexology Pte Ltd
Zuyu Lin Reflexology & Health Centre - Geylang Road
Zuyu Wellness Centre
Zuyue Foot Reflexology Pte Ltd under the brand name of Zuyue Body Wellness & Foot Spa

CASETRUST-DSAS JOINT ACCREDITATION FOR DIRECT SELLING BUSINESSES

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Amway (Singapore) Pte Ltd
Best World Lifestyle Pte Ltd

Creative Network International (S) Pte Ltd
DXN (Singapore) Pte Ltd
Elken (Singapore) Pte Ltd
Extra Excellence (S) Pte Ltd
Healthy Homes Marketing Pte Ltd
Herbalife International Singapore Pte Ltd
Modere Singapore Pte Ltd
Nu Skin Enterprises Singapore Pte Ltd
Qnet Pte Ltd
Usana Health Sciences Singapore Pte Ltd

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Albatross World Travel & Tours Pte Ltd
CS Travel Pte Ltd
Holiday Guru Pte Ltd
Muhibbah Travel-Tours & Trading Pte Ltd
P2P Travel Exchange Pte Ltd
SingExpress Travel Pte Ltd
Super Travels Pte Ltd
Travel Star Pte Ltd

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Cisern by Designer Furnishings Pte Ltd
RezAt Relax Interior
Sky Creation Design Pte Ltd
Vegas Interior Design Pte Ltd

CASETRUST-SJA ACCREDITATION FOR JEWELLERY BUSINESSES

Asian Jewellery Pte Ltd
Aspial-Lee Hwa Jewellery Pte Ltd
Ban Cheong Jewellers Pte Ltd
Boon Lay Gems Pte Ltd
Chan Wai Jewellery Works
Chin Cheong Goldsmith
Citigems Pte Ltd
Foundation Jewellers Pte Ltd
Goldheart Jewellery Pte Ltd
Ho Bee Goldsmith & Jewellery Pte Ltd
Hock Wah Jewellery
Lee Heng Jewellers
Ming Seng (Joo Chiat) Goldsmith
Ngee Soon Jewellery Pte Ltd
On Cheong Company Private Limited
Poh Seng Jewellers Pte Ltd
Raja Kings Goldsmith and Jewellers Pte Ltd
SK Jewellery Pte Ltd
SKJ Group Pte Ltd trading as Soo Kee Jewellery
Taka Jewellery Pte Ltd
Teck Lee Goldsmith & Jewellery
Teng Huat Jewellery Pte Ltd
Yong Heng Goldsmith & Jewellery

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Alfa Credit Pte Ltd
Auto Zoom Enterprise Pte Ltd
Autolink Holdings Pte Ltd
BKW Automobile Pte Ltd
Car Design Motor Pte Ltd
Car Times Automobile Pte Ltd
Chicago Associates
Dickson Automobile Pte Ltd
Fu Yip Motor Trading
Good Year Automobile Pte Ltd
Hoe Beng Auto Trading
Jia Leung Trading Enterprise Pte Ltd
Lake View Credit Pte Ltd
Mayfair Motoring
Motor-East Pte Ltd
Motor-Way Credit Pte Ltd
Pang's Motor Trading
Prime Cars Credit Pte Ltd
Shuang Hup Credit Pte Ltd
Sing Wang Motor & Credit Pte Ltd
Starbright Auto Pte Ltd
Swee Seng Motors Pte Ltd
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