

the CONSUMER

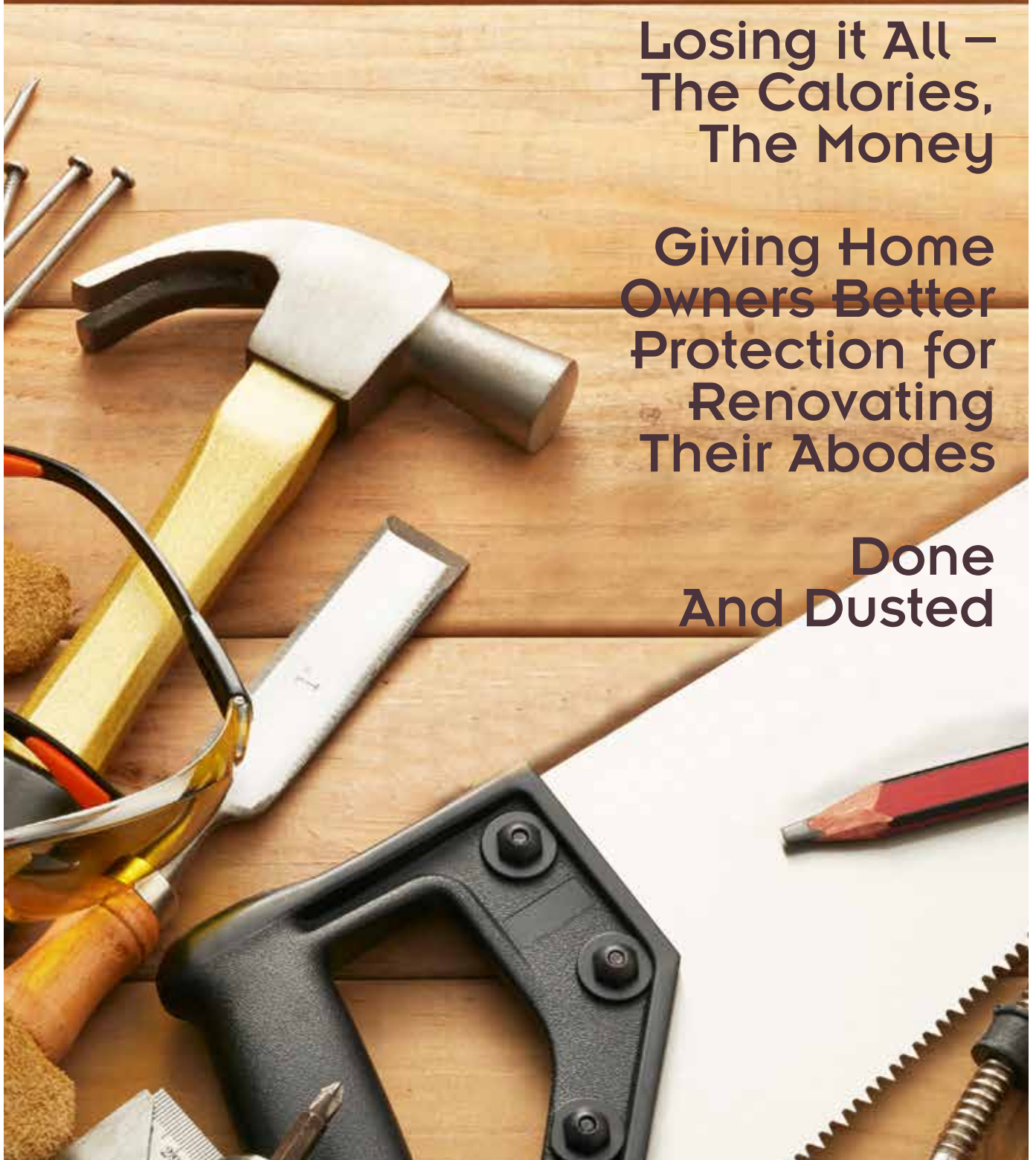
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**Losing it All –
The Calories,
The Money**

**Giving Home
Owners Better
Protection for
Renovating
Their Abodes**

**Done
And Dusted**





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Dear readers,

On 20 July, mega fitness chain, California Fitness, announced the closure of all its gym outlets in Singapore. Consumers who had signed up packages with the fitness club were left in the lurch all of a sudden. It was very unfortunate, as this is not the first time consumers lose their pre-payments when a company abruptly cease operation. As it is never possible to guarantee that business will never cease operations, CASE urges all consumers to be extra careful when committing to a long-term contract and not to pay large sums of moneys for pre-payments. There is no reason why consumers should be asked to finance the future operations of a business. An article on fitness clubs is shared in this issue of the magazine. The article includes useful tips that consumers should take note of when signing up for fitness packages.

CASE has also been receiving many complaints regarding businesses in the Beauty industry. Complaints against such businesses in the Beauty industry have been consistently ranked in the top five for the past five years. The top reason behind such complaints is the aggressive or deceptive sales tactics employed frequently by beauticians to influence consumers to buy their products or services. Many of these pressure sales sessions occur when the consumer is undergoing treatment. To help reduce the number of complaints against the Beauty industry, CASE organised an educational seminar, the Beauty Fair on 30 July 2016. The seminar reached out to about 400 consumers and the speakers shared with consumers on their rights when purchasing beauty products or services. We were also happy to have representatives from the Spa and Wellness Association Singapore and from the National Skin Centre who added value to the seminar with their interesting presentations.

CASE held our 45th Anniversary Dinner on 2 September 2016 at The Ritz Carlton, Millenia Singapore. It was our honour to have Mr S Iswaran, Minister, Ministry of Trade and Industry (Industry), to grace the function. 600 guests from various organisations were invited to our dinner. We took the opportunity to thank all partners and businesses who have contributed to the cause of consumers over the past 45 years. We will continue our efforts to empower and educate consumers in Singapore so that they can become proactive individuals who make smart consumer choices.

Mr Lim Biow Chuan
CASE President



5 things to know about Prescribed Estate Agency Agreements

Engaging a property agent but unsure of how you can protect your interests?

Fret not! You can use the Council for Estate Agency's (CEA) Prescribed Estate Agency Agreements as a contract between you and your property agent.

In the agreement, you can pen down details like the agreed commission rate and whether GST is included in the commission. You can also discuss the type and level of service you would like for your property agent to provide and include them in the agreement.

By using this contract, you and your agent will have the same understanding of your agent's scope and duties, as well as the terms and conditions. This will minimise potential misunderstanding or conflict that may arise during the property transaction.

Want to know more? Here are five things you should know about these agreements.

What is a Prescribed Estate Agency Agreement and why should I use it?

A prescribed estate agency agreement is a binding contract between you and your property agency/agent for the performance of estate agency work.

We strongly encourage you to use the prescribed agreements even when your property agent is someone you are familiar with.

CEA has eight Prescribed Estate Agency Agreements for the sale, purchase and lease of residential property transactions. You can choose to use either exclusive or non-exclusive agreements for each type of transaction.

The agreement protects the interests of both parties by bringing clarity to details in the property transaction including:

- Stipulating the duties of property agencies and agents
- Requiring the disclosure of any potential conflict of interest
- Prescribing for the commission to be payable to the property agency only upon completion of the property transaction
- Indicating if GST is included in the commission amount stated

Your property agent(s) should prepare the agreement based on their discussions with you. They should explain the agreement to you and give you sufficient time to read it before you sign the document. They should give you a copy of the signed agreement.

Besides protecting the interests of parties involved in the property transaction, signing CEA's Prescribed Estate Agency Agreements allows you to make use of CEA's Dispute Resolution Scheme should you encounter any subsequent contractual disputes with your property agent. The Dispute Resolution Scheme offers a choice of mediation or arbitration through centres approved by CEA.



What is the difference between exclusive and non-exclusive agreements?

In an exclusive agreement, the appointed property agency is likely to devote more time and resources to look after your interests.

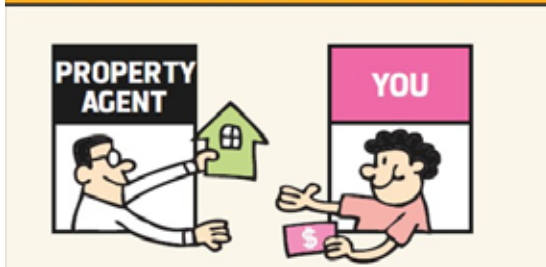
For exclusive agreements:

- You appoint only one property agency during the validity period of up to three months
- During the validity period, you are liable to pay commission to the appointed property agency even if you sell, buy, or lease the property through another agency or completed the transaction on your own
- Within three months after the validity period, you are still liable to pay commission to the appointed agency if the property is transacted with a party introduced by your appointed agency during the validity period

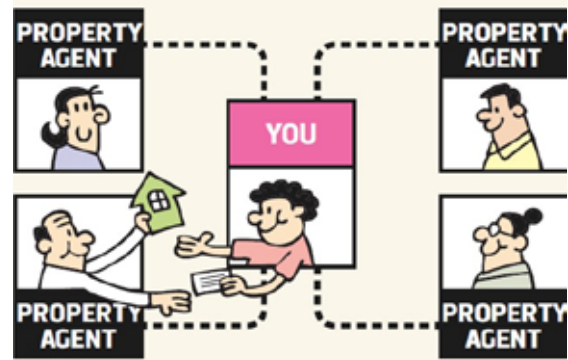
For non-exclusive agreements:

- You appoint a few property agencies to help you sell, buy, or rent a property
- You need to clarify which property agent can claim commission from you if more than one property agent introduced the other party to you
- You should pay commission to the property agency which successfully helps you to complete your property transaction

Exclusive Agreement



Non-exclusive Agreement



Whether you decide to engage one or a few property agents to help in your property transaction, be sure to sign an estate agency agreement with them to safeguard your interests.

Should I use exclusive or non-exclusive agreements?

You can choose the type of agreement depending on your needs and preferences.

Generally, if you engage a property agent on an exclusive basis, he/she is likely to devote more resources and time to look after your interests.

You can also request your property agent to add on a "Commitment to Service" document to the exclusive agency agreement with the property agency. In this document, you discuss and agree with your property agent on the level and extent of services offered, such as frequency of advertisements and 'open house' sessions. You can choose to terminate the agreement if your agent does not meet the commitment to service.

If you choose to use the non-exclusive agreement, you can appoint multiple agents to help market your property or search for one. You need to coordinate the efforts of the property agents introducing the other party to you so that their efforts do not overlap. You may not have the complete picture of all the offer prices at any one time as agents might update you at different timings.

To avoid conflict, you should clarify in advance which property agent can collect commission from you if more than one introduces the other party in the transaction to you.

At which point in the property transaction do I sign the agreement?

It is advisable that you sign the agreement with your property agent when you decided to engage his / her services.

You should be given a copy of the signed agreement immediately or as soon as possible. Do request a copy from your agent if they do not extend one to you.

Can I include additional terms or edit the terms in the prescribed agreement?

You can include additional agreed clauses at the end of the prescribed agreement. If there is insufficient space, you can write or print the additional terms in black ink on a separate sheet of pink paper. The font should not be smaller than the font of the original prescribed agreement. These additional terms must not conflict with, vary, or limit the prescribed terms of the agreement.

In addition, you should not strike out any of the existing clauses in the prescribed agreement. Property agencies should not pre-type any matter that they have to negotiate with you on nor pre-select options for you. Both parties should date and initial beside any amendments made to the additional terms, information filled in the blanks, and changes to choices in the prescribed agreement.

Engaging a property agent soon?

The CEA strongly advises you to check the particulars of your property agent at the Public Register. The Public Register contains the records of all property agencies licenced and property agents registered with the CEA.

Use the Public Register at our CEA website (www.cea.gov.sg) or via our mobile app at CEA@SG.

Remember, commissions are negotiable and you can also choose to complete property transactions on your own.

Simply, key in the information on the Estate Agent card including the name of the property agent/agency, the registration/licence number or the agent's mobile number into the Public Register. You can then check if the information and photograph tallies.



Losing it All – The Calories, The Money.

Maintaining a slim figure is almost every lady's dream. Jody* is no exception. Instead of swallowing slimming pills and maintaining a 'strictly salad' diet, Jody chose to work towards her ideal figure using the healthier and risk-free method – going to a gym. She was not aware that the supposedly 'risk-free' method would turn out to be unsafe.

A typical young lady working in a bank, Jody was unsatisfied with her typical 'OL' figure which her friends often joked about, "You look like a pear – slim top, plump bottom!". Though most of the time she laughed it off, deep down she felt hurt and was determined to slim down.

Jody had read many news articles of people taking slimming pills and ended up risking their health. She was determined never to be one of them. Hence, Jody heeded a nutritionist's advice and followed a healthy diet. Eager to see immediate slimming effect, she decided that she should also start exercising regularly. Unfortunately, after multiple tries of pulling herself out of bed for morning jogs, Jody realised that she did not have the motivation to exercise on a regular basis.

One afternoon, Jody shared her troubles with her colleague over lunch. "How about signing up for a gym membership? At least you will feel obligated to exercise after paying for the membership", her colleague suggested, and handed her a business card of the gym located next to their office. Jody thought that her colleague was right, and after careful consideration, she dropped by the gym next door to ask about their rates. Having heard Jody's situation, the staff at the counter recommended her to sign up for a one-year membership. Jody agreed, and committed to the contract by paying the membership fees on a monthly basis using her GIRO account.

Half a year later, Jody's hard work paid off. She lost eight kilograms and regained her desired figure. However, she did not stop exercising at the gym as she believed that it was important to



keep a healthy lifestyle. Moreover, she still had not utilised the remaining six months of her package.

Jody was promoted a month later, and her new job scope required her to travel more frequently. Jody felt that she could no longer commit to another year of gym membership. Nevertheless, she finished utilising her one-year package, and stopped patronising the gym since then.

Three months later when Jody checked her bank account, she realised that the gym continued deducting monthly membership fees from her bank account even though she stopped visiting it after the one-year contractual period. Surprised by the automatic deduction, Jody immediately cancelled the GIRO payment and called up the gym. The staff explained over the phone that Jody's

membership had been automatically renewed. By cancelling the GIRO payment, Jody had breached the contract and could face legal action.

Jody was unhappy with the auto-renewal as she was not informed prior to signing the package a year back. Also, no one had sought her consent to renew her membership. She felt that she had been misled.

Unwilling to pay the additional membership fees, Jody approached the Consumers Association of Singapore (CASE) for help. CASE negotiated with the gym on Jody's behalf. The gym eventually agreed to terminate her membership, and refunded the three months membership fees which were automatically deducted from her account.

Under the Consumer Protection (Fair Trading) Act, it is an unfair practice to do or say anything; or fail to do or say anything to deceive or mislead consumers. As consumers, we have the right to protect ourselves from these unscrupulous businesses. CASE provides some useful consumer tips below:

READ THE TERMS AND CONDITIONS

Go through the terms and conditions carefully before committing yourself to any membership packages. Think through if you are able to utilise the package effectively. Ensure verbal promises by the staff are put down in writing. If the fitness club refuses, consider choosing other options.

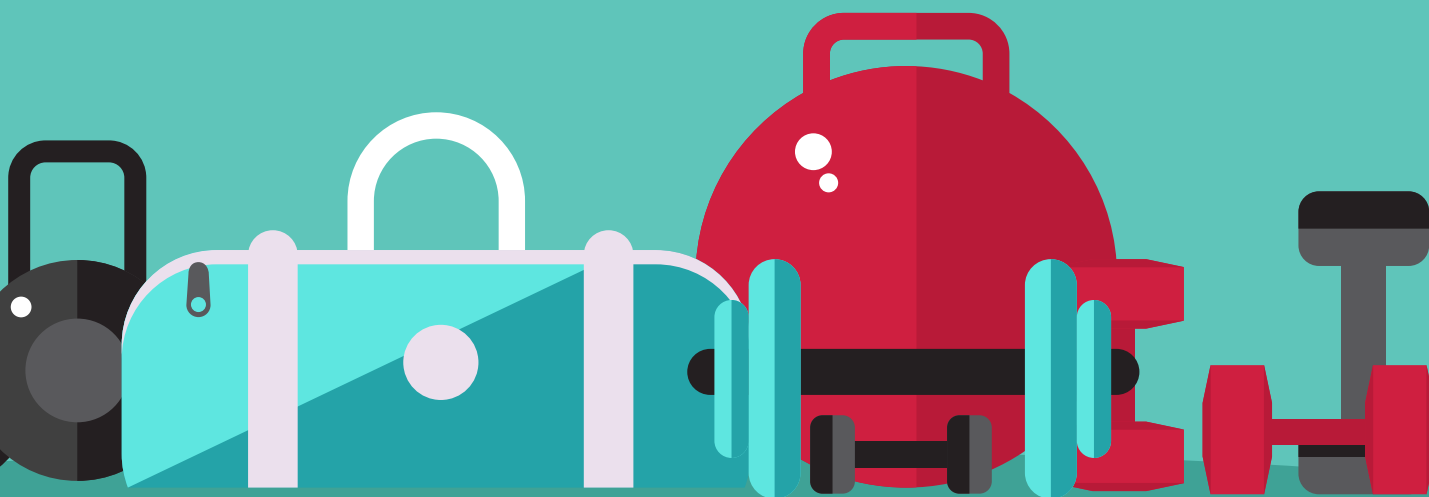
TERMINATION

If a termination of contract is required, request an official letter of termination from the fitness club for safekeeping. Also take note of any standard procedures or conditions involved for terminating the agreement. Check if a refund is allowed for the unutilised services.

KNOW OTHER AVAILABLE REDRESS OPTIONS

If you find that you have been misled or misrepresented, you can contact the CASE for advice and assistance. CASE can assist you by providing free advice on the options you can take, and if needed, negotiate with the company on your behalf to find an amicable solution for both parties. Alternatively, you can file a claim with the Small Claims Tribunals (SCT) and obtain an Order of Tribunal to redress the situation.

* Please note that the name had been changed to ensure the privacy of the consumer.

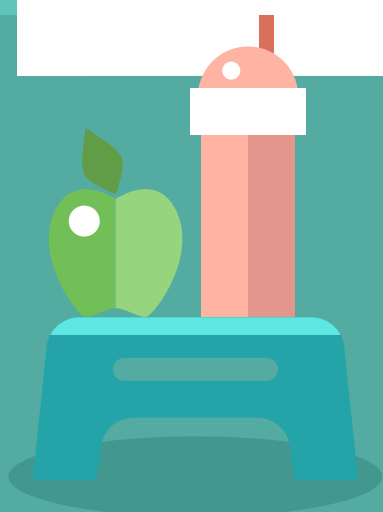


About the recent closure of California Fitness

On 20 July 2016, giant fitness chain California Fitness announced that all its gyms in Singapore would be closed with immediate effect, until further notice. Consumers who signed up packages with the fitness club were left badly out of pocket.

Unfortunately, this is not the first time that consumers are left in the lurch when businesses engaging in selling prepaid packages close down abruptly. To prevent such incidents from happening in future, CASE urges all consumers to:

- 1** Negotiate for progressive payment, instead of making the full payment upfront even before the service is delivered.
- 2** Consider patronising accredited or trustworthy businesses that offer protection for consumers' prepayment. For example, our CaseTrust accreditation schemes such as CaseTrust for spa and wellness businesses or the CaseTrust-RCMA accreditation scheme do offer protection for consumers' prepayment but this is not applicable industry-wide in Singapore.
 - a** CaseTrust accreditation for spa and wellness businesses – all accredited companies who collect prepayment are required to buy insurance or sign up for the TRUST programme so that the value of their unutilised portions of their prepaid packages will be protected in the event of business closure.
 - b** CaseTrust-RCMA joint accreditation scheme – all accredited businesses have to purchase a deposit performance bond that safeguard consumers' deposits against closure, winding up and/or liquidation.
- 3** Be aware of the risk of buying prepaid packages. Purchasing long-term membership packages may be cheaper in the long run, but consumers will face the risk of losing their pre-payment in the event that the company closes down or if anything else goes wrong. If they are not prepared to take this risk, they should consider buying a short-term package instead.



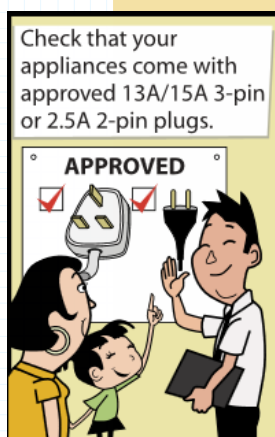
Choose Safe Products, Use Products Safely

Consumers can do their part in keeping their families safe by bearing in mind the following pointers:

CHOOSE SAFER PRODUCTS

- Buy appropriate products: Check the usage and age recommendations of the product you are buying, and whether it meets your requirements.
- Check if the product comes with instructions and manufacturer/distributor information.
- Buy products from responsible brands and sellers.
- Ask your seller if the product has been safety tested and if safety test reports are available. Do not buy a product if in doubt of its safety.
- Research on the type of product you want to buy and gather tips on what to look out for. Compare notes with friends or relatives who have used a similar product.
- Scrutinise the product you are buying for any damage. Look out for sharp edges, loose or missing parts.
- Check if the product has been recalled or if a safety warning has been issued. Visit www.spring.gov.sg/safetyalerts, or *Search Consumer Product Recalls Internationally*.



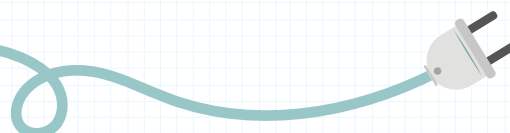
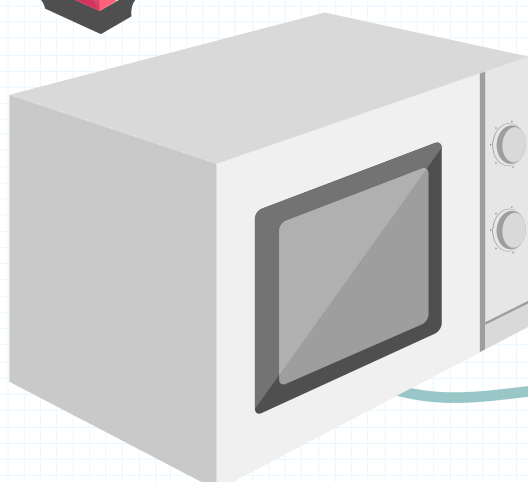
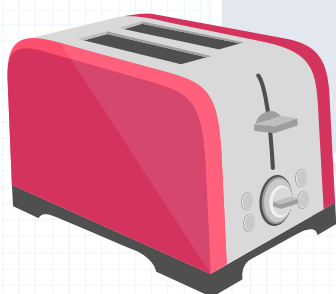


Household electrical goods and gas appliances

- Look out for the SAFETY Mark if the product is among the 45 categories of Controlled Goods covered under the Consumer Protection (Safety Requirements) Registration Scheme. These products, comprising electrical and electronic goods and gas appliances and accessories, are required to be registered with SPRING and affixed with the SAFETY Mark on the product or packaging before they can be sold in Singapore. Examples of such products include kettles, water heaters, televisions, microwave ovens, portable 3-pin socket-outlets, hair dryers and standing fans.
 - You can check if the SAFETY Mark on your product is valid by entering either the model number of the product or the 8-digit registration number into SPRING Singapore's 'Register of Controlled Goods/Registered Suppliers' at <http://www.spring.gov.sg/safety>.
- For electrical appliances that are not designated as Controlled Goods, check that the product comes with the appropriate mains plugs as follows -
 - 13A and 15A 3-pin mains plugs that have been registered with SPRING Singapore and are affixed with the SAFETY Mark
 - 2.5A 2-pin mains plugs that comply with EN 50075
- Check the voltage rating label on electrical and electronic products to ensure that they are suitable for local use. The mains sockets in Singapore supply 230V.

USE PRODUCTS SAFELY

- Read safety warnings, as well as instructions on usage and maintenance, and follow them strictly.
- Use products only for their intended use.
- Don't make assumptions on how to use a product just because you have used a similar product in the past. Always refer to the safety information supplied with your product.
- Ask the seller for help if the product's intended use or instructions are not clear.
- Assess if you need to supervise children when they are using certain products.
- Assess if you need to keep a product out of the reach of young children.



Get Smart!

with the Kiang Family

TIPS FOR SMART SHOPPING AND CONSUMER SAFETY

“Choose safer products, use products safely”

Robert Kiang

Woofy

Mary Kiang

Lisa Kiang

Sunil

Anu

Baby Meena

SPRING
singapore
Enabling Enterprise

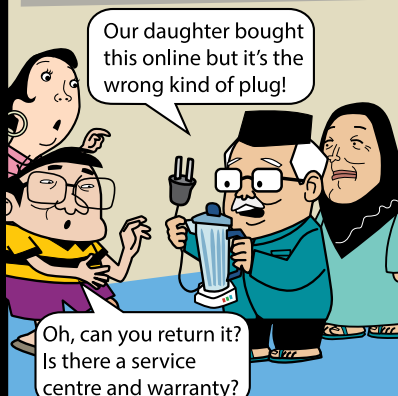
Choose age-appropriate products and always heed safety warnings and instructions.



Assess if children need to be supervised when using a product.



Do your research before buying. Consider both cost and safety. Check if there is after-sales support.



Look out for the SAFETY Mark when purchasing household electrical products.



Assess if a product needs to be kept out of the reach of children.



✓ Choose Safe Products ✓ Use Products Safely ✓ Get What you Pay For

casebriefs



Scam Busters!

Scams through phone calls and online platforms are getting increasingly common in Singapore lately. To raise awareness among residents, the police organised an Anti-Scam exhibition at Punggol Waterway Point on 4 June 2016. CASE was invited to set up a booth to highlight some “retailer scams” and how to avoid falling into them.



At our booth, we had games to engage the crowd and encourage them to learn about their consumer rights through the interactive way.

CASE Beauty Fair 2016

Following the success of our first Beauty Fair back in 2013, this year's Beauty Fair received even better response. Close to 500 participants attended and benefited from the seminar.

With an increase in elderly becoming “easy targets” of pressurised selling in beauty parlours, this year's seminar was conducted in Mandarin to cater to the majority of the seniors who are Mandarin speaking.

Through an insightful presentation by our volunteer lawyer, CASE informed the participants of the consumer rights they have when purchasing beauty services and products. We also invited representatives from the Spa and Wellness Association of Singapore (SWAS) and National Skin Centre (NSC) to do their sharing on tips to take note of when purchasing spa packages, and tips to effective skincare respectively.

Our partners Hair & Cosmetology Association Singapore (HACOS) and Direct Selling Association of Singapore (DSAS) also set up exhibition booths at the event to promote their services to the participants.

Overall, many found the seminar to be an enriching session and actually look forward to more CASE events in future!





Done and dusted

Fancy a new vac that follows you like a puppy?
Martha Psiroukis gives the latest tech a once-over

RECOMMENDED IN PREVIOUS TESTS

88% Sebo Airbelt K3 Premium (Feb 12) \$1299	82% Sauber Intelligence SI-200 (Mar 13) \$1599
83% Electrolux Ultraone Deluxe ZUO9923PT (Mar 15) \$699	82% Sebo Felix Premium (Oct 12) \$1199
83% Zelmer Solaris VZ5000HQ (Feb 12) \$699	80% Electrolux Ultra Silencer Animal Care ZUS4065PET (Apr 14) \$499
82% Electrolux Ultraflex ZUF4203PET (Mar 15) \$549	80% Miele Complete C3 PowerLine SGDA0 (Nov 15) \$529
82% Nilfisk Elite Comfort 107402946 (Aug 14) \$599	(Month and year in brackets refers to issue of CHOICE in which vac was first profiled.)

Nutshell

• We review the latest cord-free and “RoboSense” technology from LG.



• A new low: one model has the dubious honour of the lowest dirt removal score in quite some time.

A common bugbear with many household vacuum cleaners is the cord reach – or rather, the lack of it. LG’s latest barrel vacuum cleaner, the CordZero, has addressed this problem by making it cordless. Its claimed run time is 40 minutes on low power, which is about enough time to vacuum a typical house. But the actual run time may be an issue for those with larger homes, or those with mostly carpet (maximum setting will use up power quicker – we measured it at 25 minutes).

Another new feature on this model is its “RoboSense” follow technology. Sensors in its hose handle and canister tell the vacuum cleaner to scoot along if the distance between the two is more than a metre. In theory, this sounds like a great idea, and in practice it works fine if you vacuum in a straight line with the handle in direct view of the canister.

But the reality is that we often move in a random motion, and sometimes backtrack if we’ve missed a spot. This is where the follow-me feature feels more like a clingy toddler or puppy trying to attach themselves to your leg and stepping on your feet, making it a potential trip hazard. Further, if the sensors are obstructed, such as when turning corners, you have to pull on the heavy (9.7kg) canister to follow you, or move the handle back into view so it can respond. The idea is theoretically great and may work well for you, but it’s definitely a case of try before you buy. It’s also first-generation tech, so it may improve in the future. ▶

WHAT TO BUY

81%

Electrolux UltraFlex ZUF4207ACT

Good points

- Very good at picking up dirt from carpet
- Very good at cleaning corners and along edges
- Excellent at picking up pet hair
- Telescopic wand
- Variable power
- Very long power cord
- Washable HEPA filter



Bad points

- The cleaning head is fairly tiring to move over the carpet
- Only one tool can be stored onboard
- The power cleaning head is fairly high, but can be pushed down to ground level to clean under low furniture
- Bin and filter are messy to empty / clean

81%

Miele Complete C1 PowerLine SEAB0

Good points

- Good at picking up dirt from carpet
- Good at cleaning corners and along edges
- Excellent at picking up pet hair
- Telescopic wand
- Variable power
- Good range of tools with onboard storage for all of them
- Very easy to remove and replace the dust bags



Bad points

- The cleaning head is fairly tiring to move over the carpet ▶

BRANDS	COST			PERFORMANCE				
	Price (\$)	Annual running cost (\$)	Cost per bag (\$)	Overall score (%)	Dirt removal from carpet score (%)	Quick cleaning test on carpet score (%)	Ease of use score (%)	Cleaning corners and edges score (%)
Sebo Airbelt K3 Premium	1299	21	4.13	88	92	na	82	80
Electrolux Ultraone Deluxe ZUO9923PT	699	23	5.35	83	78	65	82	84
Zelmer Solaris VZ5000HQ	699	22	5.00	83	83	na	77	79
Electrolux Ultraflex ZUF4203PET	549	18	na	82	77	63	80	80
Nilfisk Elite Comfort 107402946	599	22	9.30	82	75	63	84	79
Sauber Intelligence SI-200	1599	16	4.25	82	78	na	80	78
Sebo Felix Premium	1199	13	3.00	82	90	na	66	75
• Electrolux UltraFlex ZUF4207ACT	799	22	na	81	80	69	71	83
• Miele Complete C1 PowerLine SEAB0	329	24	7.23	81	78	65	78	77
Electrolux Ultra Silencer Animal Care ZUS4065PET	499	17	4.25	80	75	na	82	71
Miele Complete C3 PowerLine SGDA0	529	24	5.55	80	77	68	80	75
Electrolux Ultra Silencer ZUS4065OR	449	17	2.50	79	77	na	78	75
• Miele Complete C3 Cat&Dog Powerline SGEA0	729	24	7.23	79	68	59	81	82
Nilfisk Elite Superior 107402954	699	22	9.30	79	73	62	77	79
Philips PowerPro FC8761/72	399	21	na	78	76	67	77	75
• Miele Compact C2 Powerline SDAB0	429	23	7.23	78	74	65	79	72
• Shark Rotator Powered Lift-Away NV750ANZ31	550	15	na	78	81	71	68	70
Bosch Relaxx'x Pro Silence 66 BG55SL66AU	699	11	na	77	74	65	77	70
Dyson DC37C Origin	699	17	na	77	63	56	82	80
HooverAllergy 7000PH/H4532	799	18	4.00	77	83	71	71	53
Vax Air VAU1200	449	16	na	77	70	60	72	80
Wertheim Power Clean W4000	999	22	4.25	77	72	na	74	70
Samsung Cyclone Force Multi SC07F80HA	899	10	na	76	69	61	81	70
Sebo Airbelt K1 Pet	739	20	4.15	76	57	na	84	84
Zelmer Odyssey VZ450.OST	399	16	5.00	76	60	na	82	81
Bosch In'Genius ProSilence BGL8SI59AU	699	7	5.75	75	82	70	77	67
Shark Rotator Professional Lift-Away NV500NZ (A)	450	12	na	75	82	65	60	60
Wertheim Dog and Cat W2000	399	17	4.25	75	65	na	80	65
• LG CordZero VR94070NCAQ	1099	8 (B)	na	73	68	57	78	60
• Philips PowerPro Compact FC8473/72	219	19	na	72	63	51	72	78
• Vax Magnesium VX37	599	6	(C)	71	75	57	69	32
• Dyson DC 50 Allergy	799	10	na	70	60	51	67	72
• Electrolux UltraOne Green ZUOG9928PT	599	10	4.37	70	66	55	83	25
• Hoover Vogue 5019PH	499	16	na	70	68	53	71	46
• Samsung Canister Vacuum Cleaner SC21F50HD	429	24	na	70	57	51	78	69
• Vax Air Silence VX12	299	10	na	66	55	44	68	67
• Piranha Multi Cyclonic Bagless Upright 900418	169	15	na	66	59	36	70	41
• Dyson DC 54 Animal	999	16	na	63	42	29	76	57
• GVA Bagless Vacuum Cleaner GVA2	99	21	na	58	53	45	63	70
• Airflo Bagless Vac AFV717	99	14	na	54	37	32	72	69
• Bissell Powerlifter Pet 1521F	329	12	na	50	39	26	61	15
• Volta Compact Plus U3407	99	20	1.99	48	16	12	77	72

	FEATURES							SPECIFICATIONS							
Pet hair removal score (%)	Noise (dB)	Carpet / hard floor head power head / turbo brush / hard floor tool	Crevice / upholstery tool / dusting brush	Onboard storage	Variable suction control	Variable power	HEPA filter	Type	Dust collector	Power measured (W)	Dust collector volume (L)	Reach from power point (m)	Weight (kg)	Origin	Contact
100	71	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bag	1600	1.9	9.6	9.8	Germany	sebo.com.au
100	74	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1760	2.4	12.0	7.7	Hungary	electrolux.com.au
100	69	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1700	3.8	12.0	8.6	EU	zelmervacuums.com.au
100	71	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bin	1410	1.3	12.0	7.2	Hungary	electrolux.com.au
100	68	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1670	2.7	13.5	9.6	Denmark	nilfiskelite.net.au
100	64	✓/✓/✓/✓	✓/✓/✓	✓(E)		✓	✓	Barrel	Bag	1260	2.6	12.5	9.4	Slovenia	godfreys.com.au
100	74	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Upright	Bag	1000	3.0	11.0	7.4	Germany	sebo.com.au
100	71	✓/✓/✓/✓	✓/✓/✓	✓(E)		✓	✓	Barrel	Bin	1650	1.4	11.7	9.4	Hungary	electrolux.com.au
100	70	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓		Barrel	Bag	1840	2.8	8.3	7.4	China	miele.com.au
100	57	✓/✓/✓(D)/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1300	2.1	12.0	7.9	Hungary	electrolux.com.au
90	68	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓		Barrel	Bag	1830	3.5	10.4	7.2	Germany	miele.com.au
90	57	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1290	2.4	12.0	7.7	Hungary	electrolux.com.au
100	70	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1870	3.8	10.2	7.4	Germany	miele.com.au
100	71	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1660	2.6	13.6	9.6	China	nilfiskelite.net.au
90	73	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bin	1610	1.4	10.0	7.3	China	philips.com.au
90	67	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓		Barrel	Bag	1800	3.2	9.2	6.3	Germany	miele.com.au
100	75	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Upright	Bin	1180	1.7	8.1	7.9	China	sharkclean.com.au
90	59	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bin	880	1.8	10.0	8.9	China	bosch-home.com.au
100	73	✓/✓/✓/✓	✓/✓/✓	✓	✓		✓	Barrel	Bin	1340	1.3	9.8	7.2	Malaysia	dyson.com.au
100	72	✓/✓/✓/✓	✓/✓/✓		✓	✓	✓	Barrel	Bag	1380	2.2	13.4	9.2	China	hoover.com.au
100	75	✓/✓/✓/✓	✓/✓/✓	✓			✓	Upright	Bin	1250	1.0	7.0	5.3	China	vax.com.au
100	74	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bag	1700	3.4	11.0	11.6	China	godfreys.com.au
90	70	✓/✓/✓(D)/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bin	770	1.0	12.5	9.8	Vietnam	samsung.com.au
100	70	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bag	1540	1.9	8.8	7.3	Germany	sebo.com.au
100	70	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bag	1240	1.6	9.2	6.3	EU	zelmervacuums.com.au
60	55	✓/✓/✓/✓	✓/✓/✓	✓		✓	✓	Barrel	Bag	570	2.6	14.8	7.9	Germany	bosch-home.com.au
100	71	✓/✓/✓/✓	✓/✓/✓	✓			✓	Upright	Bin	950	2.0	9.5	7.9	China	sharkclean.com.au
100	71	✓/✓/✓/✓	✓/✓/✓	✓(F)	✓	✓	✓	Barrel	Bag	1320	2.1	9.3	7.0	China	godfreys.com.au
90	74	✓/✓/✓/✓	✓/✓/✓			✓	✓	Barrel	Bin	64(G)	0.8	na	9.7	Korea	lge.com.au
90	71	✓/✓/✓/✓	✓/✓/✓	✓	✓		✓	Barrel	Bin	1480	1.4	8.6	5.9	China	philips.com.au
100	81	✓/✓/✓/✓	✓/✓/✓		✓	✓		Upright	Bag	440	7.1	9.6	4.3	China	vax.com.au
100	75	✓/✓/✓/✓	✓/✓/✓	✓			✓	Upright	Bin	760	0.6	7.9	5.4	Malaysia	dyson.com.au
100	67	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓	✓	Barrel	Bar	740	2.3	11.5	7.5	Hungary	electrolux.com.au
100	71	✓/✓/✓/✓	✓/✓/✓		✓			Barrel	Bin	1250	0.9	7.9	7.1	China	hoover.com.au
90	75	✓/✓/✓/✓	✓/✓/✓			✓	✓	Barrel	Bin	1850	2.1	9.6	7.2	Vietnam	samsung.com.au
90	63	✓/✓/✓/✓	✓/✓/✓		✓		✓	Barrel	Bin	750	1.7	8.3	9.2	China	vax.com.au
100	75	✓/✓/✓/✓	✓/✓/✓	✓			✓	Upright	Bin	1160	1.3	7.4	5.9	China	hegroup.com.au
100	74	✓/✓/✓/✓	✓/✓/✓	✓	✓			Barrel	Bin	1260	0.7	9.2	7.6	Malaysia	dyson.com.au
50	75	✓/✓/✓/✓	✓/✓/✓		✓	✓	✓	Barrel	Bin	1640	2.3	8.5	6.0	China	thegoodguys.com.au
50	69	✓/✓/✓/✓	✓/✓/✓		✓		✓	Barrel	Bin	1100	1.8	6.7	4.6	China	airflo.com.au
90	77	✓/✓/✓/✓	✓/✓/✓	✓			✓	Upright	Bin	950	1.3	6.2	7.0	China	bissell.com.au
50	71	✓/✓/✓/✓	✓/✓/✓	✓	✓	✓		Barrel	Bag	1500	1.5	7.5	4.9	China	volta.com.au

All prices are in Australian dollars.

USING THE TABLE

The table includes all the currently available models we've tested that score at least 75% overall, plus all newly tested models. For the full list of previously tested models, go to choice.com.au/vacuumcleaners or call customer services for a digital subscription. **Price** Recommended retail, as of March 2016. All models in the table except the Zelmer Odyssey and Vax Magnesium have a 'dust bag full' indicator or a clear bin. Only the Sauber has a blower facility. **Scores** The overall score is made up of: dirt removal from carpet (40%), ease of use (30%), cleaning corners and edges (15%), and pet hair removal (15%). For dirt removal from carpet, the power head is used, if not supplied the turbo brush, if that's not supplied then the standard cleaning head was used. **Running cost** Based on 1 hour weekly use, at 25c/kWh. Noise For comparison, a typical conversation is carried out at about 60dB, while city traffic is measured at around 80dB. **Features** See What to look for on page 15.

TABLE NOTES

- Newly tested. na Not applicable.
- (A) Replaced by the technically similar Shark NV500NZV2.
- (B) This is the cost for recharging 10 hours to get a total of 1hr use on the maximum setting.
- (C) The cost of replacement bags was not available at the time of publication.
- (D) Mini tool. (E) One tool only. (F) Two tools only. (G) This is the power drawn while recharging.



ABOUT THE REST

The newly tested **Miele Complete C3 Cat & Dog Powerline** is good overall, and although it's just OK on carpet and for quick cleaning, it's very easy to use and very good around corners and edges.

While the **Miele Compact C2 Powerline SDAB0** and **Shark Rotator Powered Lift-away NV750ANZ31** are good all-rounders (the Shark is very good on carpet), the Miele is only OK at quick cleans, and the Shark is only OK for ease of use. Most other newly tested models may be good choices for hard floors, but choose carefully as some score only OK for ease of use, quick cleaning and or corners and edges.

The **Volta** is very poor for dirt pick-up, and this may be the case on hard floors too. The head tends to lift off the floor at the end of your reach, so suction and dirt pick-up are reduced.

What to look for

A **turbo head** has a rotating brush driven by airflow and a **power head** uses an inbuilt motor. Our testing shows a power head to be more effective in the main, though they do tend to be more bulky than standard or turbo heads. **Variable suction** allows you to lower the suction for delicate jobs, such as cleaning curtains. Variable power may lead to a quieter vac (when using less power) as well as reducing the overall suction performance.

HEPA filter (high-efficiency particulate air) adheres to an international standard for filters that trap particles, which can help if you have asthma or a dust allergy or sensitivity. The **weight** of the vacuum or canister can vary significantly (from about 4 to over 11kg). If you have stairs or aren't built like Hercules, opt for a lighter model – you'll be surprised how often you'll need to lift or pull the vac.



A **telescopic wand** lets you adjust the wand to suit your height, so you don't have to bend too much.

Standard tools to check for are **dusting, crevice** and **upholstery brushes**.

Adjustable head height allows you to adjust the height of the bristles on the cleaning head to the length of the carpet pile or for when you're vacuuming hard surfaces.

Dust collector The advantage of a **bin** over a **bag** is that it has no ongoing costs; some of the models with bins can be messy to empty.

Giving home owners better protection for renovating their abodes

Consumers are seeing red over the renovation industry, thanks to poorly-qualified interior designers, and botched renovation jobs.

Complaints against errant renovation contractors peaked in 2013, with 1,779 cases being lodged with the Consumers' Association of Singapore (CASE). This was an increase from the 1,532 complaints received in 2012. As a result, the renovation industry topped the charts with the highest number of complaints received over the past

years. Complaints received usually revolve around unsatisfactory services and failure to honour contracts.

In light of the surge in complaints, the Singapore Renovation Contractors and Materials Suppliers Association (RCMA) and CASE jointly developed a voluntary accreditation scheme. The scheme serves as a strategic thrust to raise industry standards and give home owners better protection against errant renovation contractors and their firms. Since the scheme was implemented in August 2014, the number of complaints lodged with CASE has fallen from 1,487 in 2014 to 1,423 in 2015.

Today, home owners looking to refurbish their abodes are protected by a deposit performance bond when they patronise a CaseTrust-RCMA accredited renovation contractor.

Besides a stringent audit process, all CaseTrust-RCMA accredited renovation contractors are subjected to a compulsory on-site workmanship assessment – or Construction Quality Assessment (CONQUAS) – by the

Building and Construction Authority of Singapore.

In addition, these accredited contractors are required to use the CaseTrust Standard Renovation Contract for a renovation project. This is an enhanced feature compared to the previous CaseTrust accreditation scheme for renovation contractors that are non-RCMA members.

Renovation contractors are required to apply for RCMA membership to be eligible for the CaseTrust-RCMA joint accreditation scheme. The two-stage review process, one by RCMA and the second by CaseTrust, ensures stringent performance standards and due diligence on the ownership status of the contractor business.

Following the launch of the CaseTrust-RCMA joint accreditation scheme, the following five contractors have been accredited and we are expecting more RCMA members to be onboard soon. The newly accredited renovation contractors under the CaseTrust-RCMA joint accreditation scheme are:

**Add Space
Design Pte Ltd**

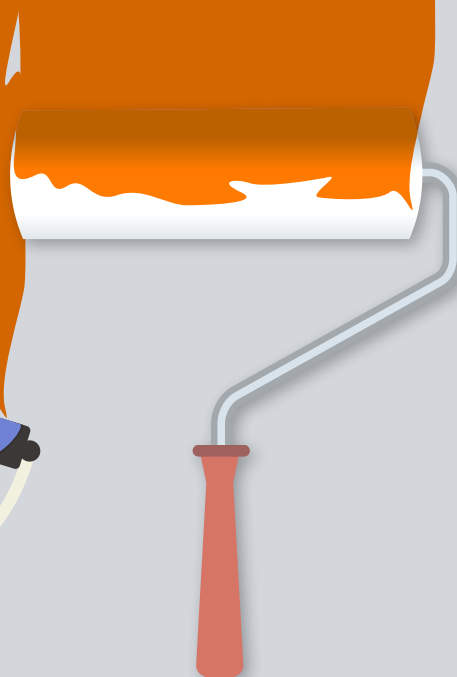
**Ciseern by
Designer
Furnishings
Pte Ltd**

**Rezt and
Relax Interior**

**Sky Creation
Design Pte Ltd**

**Vegas Interior
Design Pte Ltd**

Needless to say, home renovation is a big-ticket item and home owners pay large sums to the contractor before the completion of the renovation project. Discerning consumers are advised to engage the services of CaseTrust accredited renovation contractors who have committed themselves to fair trading practices. This way, consumers can be sure that their deposits are safeguarded - and ultimately own the coveted renovation design for their homes.



* For full details of the CaseTrust-RCMA joint accreditation scheme for renovation businesses, please visit www.casetrust.org.sg.

What are my rights as a Consumer?

A common grouse from consumers who walk-in to lodge their complaint is the inability of CASE, a consumer body, to help them enforce their consumers' rights.

In one instance, a consumer who purchased a defective motor toy car was complaining as to why CASE was unable to obtain a resolution of the matter on his behalf. Therein lies the misconception on CASE's role in protection of consumers' rights through resolving individual consumer disputes within certain limitations of the law, versus taking the side of a consumer and challenging or punishing a business. One must appreciate the difference between protection of the rights and enforcement of the rights. It is important for the consumer to know what his rights are. Once a consumer is well informed of his

or her rights then it will be easier to know how to enforce their rights legitimately and with due diligence.

As a consumer advocate, CASE campaigns for consumer laws to protect consumers. An example is the introduction of the Consumer Protection (Fair Trading) Act (CPFTA) and the subsequent introduction of Part III of the CPFTA, also commonly referred to as Lemon Law.

However, CASE does not administer the CPFTA in the same way as the statutory boards, ministries or agencies of the government. In this regard, if an individual is alleging that there had been a breach of his personal data and the same violates the Personal Data Protection Act (PDPA), the Personal

Data Protection Commission (PDPC) would upon the lodgement of a complaint investigate the complaint. If the PDPC discovers that there have been violations of the PDPA, the PDPC can impose punitive fines. The individual consumer or complainant may not get any benefit from the fine except that his or her complaint has been heard.

The difference between CASE and a statutory body in enforcing the law is quite clear but often misunderstood by consumers. Where there has been a breach of the CPFTA, the consumer has a right at law to sue the defaulting business for that particular breach. Consumers who are unaware of their consumers' rights may obtain assistance from CASE through our counselled option. In addition, there is an option



of filing a complaint wherein CASE's Consumers Relation Officer will take up the matter on the consumers' behalf. This involves communicating the consumers' position to the business and facilitating a settlement between the parties or encouraging parties to settle the matter through mediation.

Section 4(a) and (b) of the CPFTA which largely encapsulates common law principles, provide the consumer with recourse against the errant business. However, this is largely self-help right - the consumer must take it upon himself or herself to enforce the right against the business and is not able to rely on another person or corporate body to do the same on his or her behalf.

In practice, this involves the consumer lodging the matter at the Small Claims Tribunal (SCT) and to obtain a judgment against the business. This in itself is not the be all and end all. In the event of non-payment, the consumer has to enforce the SCT order against the business or the sole proprietor of the business through additional court applications.

For a naive consumer, this leads to confusion and sometimes anger at how their consumer rights have been violated. Notwithstanding such nuances, CASE is always ready to move with full power under the laws against errant suppliers that engage in unfair practices.

The CPFTA also allows CASE to take out injunction actions and serve a Voluntary Compliance Agreement (VCA) on the errant businesses. With the proposed changes to the CPFTA, once enacted, SPRING Singapore will then take on the enforcement role of commencing investigation and injunction actions against errant suppliers.

Moving forward, consumers in Singapore will have the double benefit of two dedicated organisations to create a fair and consumer friendly nation. With well-established CaseTrust accreditation system, CASE as consumer complaints and issues management organisation and now SPRING as disciplinary action enforcement agency of the government, hopefully the errant businesses will cease to exist in Singapore.

sayit@case

Dear CASE

I noticed a few storefront retailers have the “CaseTrust” decal displayed at their premise. As much as they are more “trustworthy” retailers abiding to ethical business practices, what other benefits do consumers have if we patronise these CaseTrust-accredited retailers?

A

Dear A

CaseTrust-accredited businesses maintain certain standards when conducting businesses and providing services to their customers. They also fulfill other minimum criteria, including business integrity, fair trading practices, quality of staff training and maintenance of business facilities.

Good dispute resolution mechanism is probably one of the biggest advantage for patronising a CaseTrust-accredited business. As mediation is made compulsory for all Casetrusted businesses, consumers have a chance to resolve their disputes at CASE, before pursuing other legal options or going to court.

Besides storefront businesses, the CaseTrust accreditation scheme covers a wide array of industries as well. There are many industry-specific benefits too. For example, consumers who made prepayment at a CaseTrust spa operator can be assured that the value of their unutilised balance are protected. A consumer is also entitled to a seven day cooling off period if they make purchases from a CaseTrust-DSAS direct selling business.

There are many other benefits which can be found at our CaseTrust website: <https://www.casetrust.org.sg/>

Dear CASE

It is good to know that CASE has been actively conducting talks, seminars and exhibitions to educate consumers on our rights. Besides these, are there any other platforms we can access such information?

B

Dear B

If you do not have a chance to attend our talks, seminars or exhibitions, you may consider logging on to our website for consumer-related information such as real-life case studies, industry-specific consumer tips, etc. Alternatively, you may wish to like our Facebook page to receive timely updates on consumer-related news.

🌐 <https://www.case.org.sg/>

📘 <https://www.facebook.com/casesg>

In the meantime, we will try our best to conduct more of such educational talks and exhibitions to reach out to as many groups of consumers as possible.

本文取自2016年5月号的《赞》

上门卖“黑锅” 你要懂得说不！

沈女士（化名）在去年的一个周日下午，正要准备做饭时，家门前突然出现一位推销员。他建议沈女士为了家人的安全着想，应该让他免费检查她的厨房炊具。

沈女士同意让他进屋检查。推销员声称她使用的煲锅已损坏，并推荐她购买一个千多元的陶瓷煲锅。然而，这名推销员却得寸进尺，在一个月内又三度拜访沈女士，向她兜售滤水器和2个陶瓷锅。沈女士一共付了\$6000多块钱才把销售员打发走。沈女士后来的只有5天售后冷静期，便要求取消交易。

新加坡消费者协会介入谈判后，业者同意拿回那些售出而未经使用的产品，并将金额退还给沈女士。沈女士则决定金额支付并继续使用她购买的第一个陶瓷锅。



无良直销员的惯用伎俩

以上真实个案清楚展示了无良直销人员惯用的伎俩。消协表示，直销人员往往会趁消费者单独在家中时上门提供免费检查炊具或免费示范清洗炊具的服务。这些消费者通常是老人家或学历不高的独居人士。进门后，直销人员会按照一套“标准程序”来硬性推销货品，强迫消费者购买。这包括：

1. 声称消费者目前使用的炊具已损坏，或会释放有毒物质，对他们及家人的健康有害，并立即推荐他们更换炊具。
2. 作出虚假声明，告诉消费者他们售卖的是高品质的炊具。
3. 开高价出售更新更好的炊具。若消费者拒绝，再提议以较低价折旧换新。
4. 拒绝离开，反复推销数小时，甚至可以耗到凌晨，直到消费者让步。
5. 确定交易后，刻意隐瞒消费者有关保护消费者（公平交易）法令的5天售后冷静期。很多时候，直销员也未讲明交易合约的条款，有时也不发收据。

直销员上门 你该如何应对？

当直销人员找上门时，你或你的家人该如何应对？消协有以下建议：

- 查看直销人员所属公司是否是新加坡直销协会的会员。会员公司须遵守一套严格的商业准则来保护消费者权益，如必须提供7天售后冷静期。
- 查看直销商是否拥有消协的保证标志。这些直销公司必须拥有一套完善的机制来解决纠纷，并应付顾客的投诉。
- 细读任何交易合约或协议，确保公司名称与地址清楚列明，让消费者联络，以便咨询或取消交易以及退还物品。
- 不要被强迫签署交易合约。客气而坚定地向对方说不。如果直销员拒绝离开，你可考虑报警。



CaseTrust Accredited Businesses

CASETRUST GOLD FOR COMBINED STOREFRONT AND WEBFRONT BUSINESSES

Courts (Singapore) Pte Ltd
DP Credit Bureau Pte Ltd

CASETRUST GOLD FOR STOREFRONT BUSINESSES

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

CASETRUST GOLD FOR WEBFRONT BUSINESSES

Beconomic Singapore Pte Ltd trading as Groupen
Singapore

CASETRUST-DSAS JOINT ACCREDITATION FOR DIRECT SELLING BUSINESSES

Agel Enterprises Pte Ltd
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

CASETRUST-NATAS JOINT ACCREDITATION FOR TRAVEL AGENCIES

Air Sino-Euro Associates Travel Pte Ltd
Albatross World Travel & Tours Pte Ltd
Holiday Guru Pte Ltd
Muhibbah Travel-Tours & Trading Pte Ltd
SingExpress Travel Pte Ltd
Super Travels Pte Ltd
Travel Star Pte Ltd

CASETRUST-RCMA JOINT ACCREDITATION FOR RENOVATION BUSINESSES

Add Space Design Pte Ltd
Artis Interior Pte Ltd
Carpenters.com.sg Pte Ltd.
Ciseem by Designer Furnishings Pte Ltd
Design 4 Space Pte Ltd
Eight Design Pte Ltd
Inspire ID Group Pte Ltd
Rezt And Relax Interior
Sky Creation Design Pte Ltd
The Two Big Guys LLP
U-Home Interior 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
Chip Lee Goldsmith Jewellery
Citigems Pte Ltd
Foundation Jewellers Pte Ltd
Golden Watch Gold & Jewellery
Goldheart Jewellery Pte Ltd
Heng Heng Gold & Diamond Jewellery Pte Ltd
Ho Bee Goldsmith & Jewellery Pte Ltd
Hock Wah Jewellery
Lee Heng Jewellers

Luvemus Jewellery Pte Ltd
Me Heng Jewellery Pte Ltd
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
Tin Sing Goldsmiths (Pte.) Limited
Yong Heng Goldsmith & Jewellery
Yuli Inc. - Fine Jewellery

CASETRUST-SVTA JOINT ACCREDITATION FOR MOTORING BUSINESSES

Acfas Auto
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
Fu Yip Motor Trading
Good Year Automobile Pte Ltd
Hoe Beng Auto Trading
Jack Cars Enterprise Pte Ltd
Jia Leong Trading Enterprise Pte Ltd
Lake View Credit Pte Ltd
Mayfair Motoring
Motor-East Pte Ltd
Motor-Way Credit Pte Ltd
Pang's Motor Trading Pte Ltd
Prime Cars Credit Pte Ltd
Shuang Hup Credit Pte Ltd
Sing Wang Motor & Credit Pte Ltd
Starbright Auto Pte Ltd
Tan Wei Auto Pte Ltd
Tay Motor & Credit Pte Ltd
Think One Automobile & Trading Pte Ltd
Venture Cars Pte Ltd
Yong Lee Seng Motor Pte Ltd

CASETRUST FOR AUTO ALLIED BUSINESSES

Hock Cheong Automec Pte Ltd
Huat Lee Batteries & Motor Service Pte Ltd
KATC Autotrans Pte Ltd
My Garage Motorsports Pte Ltd
Optima Werkz Pte Ltd
Riverview Auto Services Pte Ltd
Torque 5 Pte Ltd

CASETRUST FOR COMBINED STOREFRONT AND WEBFRONT BUSINESSES

Lunch Actually Pte Ltd
Unique Motorsports Pte Ltd

CASETRUST FOR EMPLOYMENT AGENCIES

121 Personnel Services Pte Ltd
21st Century Employment Pte Ltd
AA Overseas Employment Centre
Apex Employment Agency Pte Ltd
Assured Employment Services Pte Ltd
AUK Management Services Pte Ltd
Best Home Employment Agency Pte Ltd
Budget Employment Agency
Budget Employment Service Centre Pte Ltd
Enreach Employment Pte Ltd
Home Employment Agency Pte Ltd
Home Employment Service Centre Pte Ltd
Homekeeper International Pte Ltd
Homekeeper Jobplacement Pte Ltd
Island Maids 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
D' Initial Concept Pte Ltd
De Chevron Carpentry 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
The Wooden Platform Pte Ltd
Unimax Creative Pte Ltd
Urban Design House Pte Ltd
Urban Habitat Pte Ltd
Vertice Concepts Pte Ltd
Visual Changes Interior Pte Ltd
Visual Dreams Pte Ltd
Weiken.Com Design Pte Ltd
Y-Axis I.D Pte Ltd
Zhuang Jia Home of Design

CASETRUST FOR SPA & WELLNESS BUSINESSES

1069 Holistic Healthcare & Beauty Treatment
Pte Ltd
21 Capital Pte Ltd trading as Lacquer & Spa
60 Min/Sec Pte Ltd under the brand name of
Upper Thomson Spa
78 Spa
A & Y Beauty Paradise Pte Ltd
A Fond Boutique Spa Pte Ltd
A Fond Leisure Spa Pte Ltd
Acupuncture and Tui Na Chinese Medicine Centre
Adeline Face & Body Pte Ltd - Bishan
Adeline Face & Body Pte Ltd - Bugis
Adeline Face & Body Pte Ltd - Jurong
Adeline Face & Body Pte Ltd - Yew Tee
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre - Coronation2
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre (Coronation
Plaza 1)
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre (Icon V)
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre -Bt Panjang Plaza
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre Holland Village
Adept Therapy Centre Pte Ltd under the brand
name of Adept Therapy Centre Serene 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
Agness Beauty Centre LLP under the brand name
of Agnys Beauty Centre
Aiko Bodyworks
Alexis Links under the brand name of OPI Centre
Alive Alive Beauty House
All About Massage Pte Ltd under the brand name
of Spa Infinity
Alleviate
Allure Beauty Saloon Pte Ltd
Allure Nail & Wellness Pte Ltd
Alpha World 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 Spa - Hougang
An Qi Spa
Anantha Ayurvedic Health Care Pte Ltd - Buffalo
Road
Anantha Ayurvedic Health Care Pte Ltd - Yishun
Ancient Dynasty 2 Pte Ltd under the brand name
of Ancient Dynasty Massage & Spa
Angel Beauty Studio
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
Ann's Nail Spa
Applied Metaphysics Pte Ltd under the brand
name of ISAMS
APW Reflexology And Spa Pte Ltd
Art of Slimming & Beauty Care Pte Ltd
Ashi Beauty Wellness Under The Brand Name of
Ashi Foot Reflexology
Ashi Foot Reflexology
Ashi Reflexology
Autumn Nail Spa
Autumn Nail Spa - #05-21
Autumn Wellness Studio Pte Ltd under the brand
name of Autumn Spa
Avon Beauty Aesthetics LLP under the brand name
of Avone Beauty Secrets
Ayur Health Pte Ltd
Ayyurpharm International Pte Ltd
Ayush Ayurvedic Pte Ltd
Azzalea Business Pte Ltd under the brand name of
Rose Spa - Ang Mo Kio
Balik Kampung Private Limited under the brand
name of Balik Kampung
Balinese Thai Wellness Pte Ltd
Balinese Thai Wellness Pte Ltd - Upper Thomson
Bao Zhi Lin Traditional Chinese Massage
Bao Zhi Tang Chinese Medicine And Therapy
Centre
Baohitang Yangsheng Centre Pte Ltd - Chinatown
Point
Baohitang Yangsheng Centre Pte Ltd- Excelsior
BB Beauty Pte Ltd
BB Beauty Pte Ltd under the brand name of BB
Beauty - Collyer Quay
Beach Road Hotel (1886) Ltd under the brand
name of Raffles Amrita Spa
Beacon Chinese Physician
Beaute Bay Pte Ltd
Beautiful Tips Pte Ltd under the brand name of
Beautiful Tips
Beautiful Tips Pte Ltd under the brand name of
Beautiful Tips - AMK
Beauty 100 (S) International Pte Ltd
Beauty 100 (S) International Pte Ltd - Bugis Village
Beauty Base
Beauty Creator Face & Spa
Beauty Essentials By Carman Pte Ltd
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
Bellus De Charme
Best Healthcare Centre
Bien Etre Blind Massage
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 Beaute Pte Ltd
Bonafides Beauticare Pte Ltd - Bukit Merah Central
Bonafides Beautimage 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 Yingcha 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 Javathai Spa
CC Thai Massage & Therapy
Celestial Sanctuary Singapore Private Limited
under the brand name of Celestial Sanctuary
Orchard
Chang Cheng Chinese Traditional Physician under
the brand name of Chang Cheng Chinese
Traditional Physician
Changi 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 trading as Cheng Kang
Wellness Pte Ltd - Tampines
Chen Kang Wellness Pte Ltd trading as Chen Kang
Wellness Spa Pte Ltd - Thomson
Chen Kang Wellness Pte Ltd trading as Chen kang
Wellness Spa Pte Ltd - yishun
Chen Kang Wellness Pte Ltd trading as Cheng
Kang Wellness Spa Pte Ltd - WCP
Chen Kang Wellness Pte Ltd under the brand name
of Chen Kang Body Spa
Chen Kang Wellness Spa Pte Ltd under the brand
name of Chen Kang Wellness - NEX
Chengmai Lanna Thai Massage
Chinese Medical Centre Pte Ltd trading as Da
Zhong Tang 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 Eunos 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 Punggol
Branch(Punggol Plaza)
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
Chinese Medical Centre Pte. Ltd. under the brand
name of Chinese Medical Centre Hougang
Branch
Chinois Spa Pte Ltd under the brand name of
Chinois Spa @ Sheraton
Chinois Spa Pte Ltd under the brand name of
Chinois Spa@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 - Bedok
Chrysalis Spa Pte Ltd - Pacific Plaza

CaseTrust Accredited Businesses

Chrysalis Spa Pte Ltd - Westgate	G. Spa Pte Ltd	Spa Prestige - Eu Tong Sen Street	KISJ (Pte. Ltd.) under the brand name of Manch Wellness	Marina Bay Sands Pte Ltd under the brand name of
Citi Beauty Pte Ltd under the brand name of Citi Beauty	Gallant Enterprise Pte Ltd under the brand name of Thumbelina	Imperial Apple Spa Pte Ltd under the brand name of Imperial Apple Spa	Klaris Beauty Solutions LLP	Banyan Tree Spa Marina Bay Sands
Citibella (IPOne) Pte Ltd under the brand name of Citibella Beauty Club & Atelier	Gang Sheng Pte Ltd under the brand name of Spellspa	Imperial Spa Private Limited	Knead Pte Ltd	Mavis Retreat Pte Ltd
Citra Ayu Bridal Beauty & Spa	Gao Mu TCM Therapy Centre under the brand name of Gao Mu TCM Therapy	Ina Spa Pte. Ltd. under the brand name of Ina Spa	Koyee Beauty & Physiotherapy Specialist	Mei & Yasu Enterprise Pte Ltd
City Beauty Therapy	Garden Spa Pte Ltd under the brand name of Aramsa Spa	Indulge Wellness Pte Ltd under the brand name of Indulge Skin & Body Lab	Kristos Group Pte Ltd under the brand name of My Happy Feet	Mei Ya Beauty & Spa Pte Ltd
Clarins Pte Ltd under the brand name of Clarins Skin Spa	GLO Diva Pte Ltd	Inno-Workz Pte Ltd under the brand name of Ladyfinger - Ang Mo Kio	La Luna Spa	Mei Yaa Foot Massage
Colorful Nails	Global Ayurvedic Centre Pte Ltd	Inno-Workz Pte Ltd under the brand name of Ladyfinger - Tampines	La Source Singapore Pte Ltd under the brand name of La Source Spa	Meng Har Le Spa Pte Ltd trading as CITISPA
Combined Chinese Medical Hall	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Hill Street	Institut Care & Balance Beauty Workshop Pte Ltd	Lai Lai Massage	Merchant Court Pte Ltd under the brand name of Purovel Spa & Sport
Consummate Beauty Centre under the brand name of Consummate Beauty & Wellness	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Raffles Town Club	IPPO Wellness	Lampun Thai Spa	Mi Cara My Face Pte Ltd
Coral Cove Spa	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Roxy Square	IS Spa	Lavande Group Pte Ltd under the brand name of Lavande - Raffles	Microderme Aesthetics Pte Ltd under the brand name of HealSpa
Coral Ocean Wellness Pte Ltd under the brand name of Coral Ocean Wellness	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Royal Brothers Building	ISpa Wellness	Lavender Beauty & Health Wellness under the brand name of Lavender Spa	MID Holdings Pte Ltd under the brand name of The White Panda Foot & Body Massage
Coral Sea Wellness Centre	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Passage Lifestyles	J Edition Pte Ltd under the brand name Rule of Thumb Sanctuary Spa	Le Queenz Pte Ltd	Ming Zu Foot Reflexology Pte Ltd
Coral Sea Wellness Centre under the brand name of Tao Yuan Spa	Global Wellness Holding Pte Ltd under the brand name of Passage Lifestyles	J Spa	Le Spa Group Pte Ltd under the brand name of Le Spa	MNR Spa under the brand name of S Spa
Corene Nail Spa Pte Ltd	GM DermaPlus Wellness Pte Ltd under the brand name of GM DermaPlus Wellness	Jā s Medi Spa Pte Ltd under the brand name of Lancome Beauty Institute	Le Spa Wellness Pte Ltd under the brand name of Le Spa	Modern Beauty Salon (S) Pte Ltd under the brand name of Modern Beauty Salon - Malacca Street
Cosy Feet Pte Ltd	Gold Art Wellness Spa Pte. Ltd. under the brand name of Gold Art Wellness Spa	Jas-Indulge Pte Ltd under the brand name of Jas-Indulge	Le Stage	Modern Beauty Salon (S) Pte Ltd under the brand name of Modern Beauty Salon - Orchard Shopping Centre
Cozy Spa Private Ltd	Golden Bay Beauty & Body Care	JBS Ayurvedic Healthcare Pte Ltd under the brand name of Amrita Ayurvedic Centre	Le Zen Pte Ltd under the brand name of Jurique Day Spa	Moontone Spa
Crawford Development Pte Ltd under the brand name of Fricio Villa	Golden Triangle Thai Massage Pte Ltd	JBS Healthcare Pte Ltd	Left Leg Innovation Pte. Ltd.	Moxibustion Healing & Wellness Centre Pte Ltd under the brand name of Moxibustion Healing & Wellness Centre - Ghim Moh
Da Jiao Yin Zu Dao	Golden Wheat Spa Pte Ltd under the brand name of Elise Spa	Jean Yip Salon Pte Ltd under the brand name of Jean Yip the Loft	Let's Relax Spa	My Foot International Pte Ltd trading as Airport Wellness Oasis
De Beaute (SSC) Pte Ltd - #01-01/10	Good Hope Foot/Body Massage	Ji Shi TCM(Traditional Chinese Medicine)	Li Li Mei Rong Ge	My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Changi Airport
De Beaute (SSC) Pte Ltd - #B1-00	Goodlady TCM & Beauty (Pte Ltd)	Jia Yu Beauty Village - Bukit Batok	Li Xin Beauty & Wellness	My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Great World
De Beaute Beauty & Slimming Pte Ltd - International Plaza	Grand Hyatt Singapore under the brand name of Grand Hyatt Singapore Damai Spa	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - #01-282	Lian Xin Wellness Spa	My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Midpoint Orchard
De Beaute Beauty & Slimming Pte Ltd - Roxy Square	Great Wall Acupuncture Clinic under the brand name of Great Wall TCM Clinic	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - West Coast Drive	Lifespa (Bugis) Pte Ltd	Nail Addition - United Square
De Belle Pte Ltd under the brand name of Sense by De Belle	Green Apple Foot Spa Pte Ltd under the brand name of Green Apple Spa	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - West Coast Road	Lifespa (#04-01)	Nail Addition under the brand name of Nail & Massage Addition - Temasek Boulevard
De Pure Spa	Green Apple Spa @ Siglap Pte Ltd under the brand name of Green Apple Spa	Jin Sheng Tang Chinese Medicine Centre under the brand name of Jin Sheng Tang Wellness Spa	Lim plus Nail (S) Pte. Ltd. under the brand name of kiyone+Lim	Nail Glamour Pte Ltd
Dinnah Wellness & Medispa For Woman	Green Apple Spa @ Siglap Pte Ltd under the brand name of Green Apple Spa	Jin Sin Spa under the brand name of JS Spa	Lin Jia TCM Wellness Centre	Nail Studio (Libra)
D'JK Spa Pte Ltd under the brand name of D'Zen Spa	Grendian Wellness LLP	Jin Yuan TCM LLP	Lin Lin Tuina	Nail That Look Pte Ltd under the brand name of Nail That Look
Donna Spa Pte Ltd under the brand name of Donna Beauty	H & W Spa Pte Ltd under the brand name of H & W Spa	Jin Yuan Reflexology	Lin Spa	Nailz Allure
Donna Spa Pte Ltd under the brand name of Donna Beauty - Jurong	H.D.B. Beauty & Spa	Joneling Chi Spa Pte Ltd under the brand name of Joneling Chi Spa House	Lin Xing TCM Pte Ltd under the brand name of Lin Xing TCM	Narcissus Hairdressing & Beauty Wellness under the brand name of Narcissus Hairdressing and Beauty Wellness
Dream Skin Beauty Wellness	H.D.B. Beauty & Spa - Chai Chee	Jovial Beauty Care Pte Ltd under the brand name of Q Spa	Ling Xin TCM Center Pte Ltd under the brand name of Ling Xin TCM	Nature Beauty & Slimming Centre under the brand name of Nature Beauty & Slimming Centre
Du Du Beauty Pte Ltd under the brand name of Du Du Beauty	Ha Kang Traditional Therapy	JQ2 Spa Pte Ltd under the brand name of JQ Spa	Little Dot's Haven under the brand name of Haven Spa	Nature TCM under the brand name of Alma Beauty & Spa
D'Zen Spa under the brand name of SG Family Spa	Han Dynasty Wellness Spa Pte Ltd under the brand name of Han Dynasty Massage & Spa	JR Reflexology	Live Spa	Naturecare Oriental Massage LLP
Earth Spa Inc Pte Ltd under the brand name of Earth Spa	Hana Body Wellness	June Skin Care Therapy Pte. Ltd.	Long Quan TCM Medical Pte Ltd	Natureland Care Pte Ltd under the brand name of Natureland
Efflorescence Face Eyebrow	Haozailai Wellness Spa	Kaki Kaki Reflexology Life-Style Pte Ltd	Long Quan Beauty Spa	Natureland Clinic Pte Ltd under the brand name of Natureland
Elegance Beauty & Slimming Centre Pte Ltd	He Yong Spa	Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #02-23	Lucky Thai Spa	Nelia's Nails And Beauty Centre Pte Ltd under the brand name of Nelia's Nails And Beauty Centre
Elegant Nails Pte Ltd under the brand name of Elegant Faces	Healing Arts	Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #B1-28	Lushkara Beauty & Bridal Services LLP	New V Spa
Elegant Spa	Healing Hands Mona Foot Reflexology	Kang Mei Beauty Centre	Lynn Aesthetic Pte Ltd	New Wellness Spa
Elements Wellness Pte Ltd under the brand name of Spa Elements	Healing Thai Massage	Kang Yuan Ge under the brand name of Kang Yuan Ge Spa	M Beauty Spa	NFU.OH Boutique Nail Pte Ltd under the brand name of NFU.OH Boutique Nail Creation
Elements Wellness Pte Ltd under the brand name of Spa Elements - ION	Healing Touch	Kanglin	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang Chinese Medicine & Research Centre - Pacific Plaza	Ng's Chinese Medical Hall
Elilia Beauty	Healing Traditions	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - AMK 8	Nimble Knead LLP
Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Ang Mo Kio	Healthfit Massage Therapy LLP	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - 313	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Bain Street	Nopphawan Massage & Spa Pte. Ltd.
Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Tampines	Healthland Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Chinatown Point	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Bedok North	Northeast Traditional Therapy Centre
Energy Therapy Centre	Healthy Bodies	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Esplanade	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Clementi	O2 Spa Pte Ltd under the brand name of O2 Spa
Estheva under the brand name of Estheva Spa	Heart Springs Spa (Hougang) Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - East Coast
Everyday Spa	Heart Springs Spa (Serangoon) Pte Ltd under the brand name of Heart Springs Spa	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Vivocity	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Toa Payoh	OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - Neil Road
Expert Beaute (IE) Pte Ltd under the brand name of Expert Beaute	Herbal Footcare Health and Beauty Centre Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Tanglin	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - New Bridge Road	Okay Foot Reflexology
Expert Beaute (PL) Pte Ltd under the brand name of Expert Beaute	Herbal Footcare Health and Beauty Centre Pte Ltd - 01-15/16	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Esplanade	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Okay Foot Reflexology - Sin Ming
F5 Wellness Pte Ltd under the brand name of Rose Spa	Herbal Footcare Health and Beauty Centre Pte Ltd - 01-42	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Esplanade	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	OM Vedic Heritage Centre Pte Ltd
Family Wellness Healthcare Centre	Herbal Footcare Health And Beauty Centre Pte Ltd #01-03/04	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	One Beauty Spa LLP under the brand name of One Beauty Spa - Eunos
Fashion Nails Spa	Holo Traditional Chinese Medicine Clinic LLP	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	One Farrer Spa Retreat under the brand name of One Farrer Pte Ltd
Feng Sheng Zhong Yi Bao Jian Zhong Xin	Hong Cheng under the brand name of Kelitina Health And Beauty Hub - Upper Thomson	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	One Spa 1
FIL Spa Intelligence Pte Ltd - Chinese Swimming Club	Hong De Tang Chinese Physician & Traditional Therapy Centre	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Oneness Inc. Wellness Concept Pte Ltd under the brand name of Le Spa
FIL Spa Intelligence Pte Ltd - Far East Finance	Hong Yang Health Products & Foot Reflexology Centre	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Orchid Spa & Wellness
FIL Spa Intelligence Pte Ltd - Singapore Shopping Centre	Hot Spa Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Oriental Therapy Pte Ltd - Alexandra
Fingerflex Pte Ltd under the brand name of Palace Spa	Hut68 Pte Ltd under the brand name of Traditional Japanese Massage Hut	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Oriental Traditional Therapy Pte Ltd
Four Seasons Hotel Singapore under the brand name of The Club At Four Seasons Hotel	Hwa Xia Chinese Medicine & Therapy Centre	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Oscar Foot & Body Massage
Four Seasons Traditional Physiotherapy And Beauty Healthcare	Hygiea Pte. Ltd.	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	Our Solution Pte Ltd
Fragrance Beauty & Slimming Treatment Hub	Ichiban Foot Reflexology Centre	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	
Fukang Health Care Massage	Ignite 88 Spa	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	
G Wellness Spa	Ikeda Spa Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	
	Ikeda Spa Pte Ltd under the brand name of Ikeda	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Eastpoint	

CaseTrust Accredited Businesses

Our Solution Pte Ltd - Jurong
Pacific Gem Wellness Pte Ltd under the brand name of All About Me
Palace Spa
Pan Pacific Hotels Group Limited under the brand name of St. Gregory At PARKROYAL on Beach Road
Parkroyal Pickering Hotel Pte Ltd under the brand name of St. Gregory at Parkroyal on Pickering
Pattaya Fingerpress Fitness Centre
Peace Family TCM Clinic Pte Ltd under the brand name of Peace Family TCM Clinic
Petals by Flora LLP under the brand name of Petals By Flora
Pine-Top Pte Ltd under the brand name of Pine Spa
Praise Beauty (S) Pte Ltd
Pretty Relax Pte Ltd
Pretty Young Beauty & Slimming Centre under the brand name of Pretty Young Foot Reflexology
Pretty Young Beauty & Slimming Centre Under The Brand Name Of Pretty Young-#01-246
Princess Nails Salon
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
Q S Spa
Qian Qian Yu Shou
Qian Zu Yuan
Qian Spa
Qing Wellness Pte Ltd under the brand name of Rimba Spa
Qing Zhu Fang
Qing Zhu Fang - Opal
QiYu Beauty & Wellness Pte Ltd under the brand name of You & Me Spa
Rabbit Foot Massage And Therapy Pte. Ltd. under the brand name of Rabbit Foot Massage And Therapy
Rael Pte Ltd under the brand name of Spa Rael
RaySwift Chinese Medicine Centre
RC Hotels Pte Ltd Trading as 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
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
Riyuetan under the brand name of Riyuetan Spa
RSVP Holdings Pte Ltd under the brand name of Jawed Habib Hair & Beauty Salon
Ru Xin Spa
S 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
Scent Discovery Face & Body Wellness Pte Ltd
Scentyu Lifestyle Pte Ltd
Secret Wellness Pte. Ltd.
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
Shan Traditional Therapy
Shangri-La Hotel Limited trading as CHI The Spa

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
Silhouette International Academy Pte Ltd under the brand name of Spa Longevite
Silhouette International Academy Pte Ltd under the brand name of Spa Longevite - Cuscaden
Silk Spa - Beach Road
Silk Spa - Jalan Sultan
Simply Great Pte Ltd Under The Brand Name Of Loong Spa
Sin Kang Traditional Therapy - 100AM
Sin Kang Traditional Therapy - Tanjong Pagar Plaza
Singapore HLH Pte Ltd under the brand name of HLH Beauty & Wellness - 02-408
Singapore HLH Pte Ltd under the brand name of HLH Beauty & Wellness- 01-408
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 - AMK Branch
Spa at Loewen Pte Ltd under the brand name of Trimmings & Spa
Spa Aurora Pte Ltd
Spa Club At Beach Road Investments Pte Ltd under the brand name of Spa 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 Valley Pte Ltd under the brand name of SSI Wellness Place
Spa-1 Wellness Centre Pte Ltd
Spacio Beauty Pte Ltd - #01-229 Clementi
Spacio Beauty Pte Ltd - Bencoolen
Spacio Beauty Pte Ltd - Marine Parade
Spacio Beauty Pte Ltd - Toa Payoh
Spajelita Pte Ltd under the brand name of Spajelita
Spalogy LLP
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
St. Regis Hotel Singapore under the brand name of Remede Spa
Star Shine Wellness
Starry Traditional Massage
Statice Spa Pte Ltd
Stella Wellness Centre Pte Ltd
Sun Flower Spa
Sunflower Aroma Therapy
Supreme Lifestyle-International LLP under the brand name of Cavallo Spa
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 under the brand name of Tang Dynasty Massage & Spa
TCM TIME
Tea Tree Wellness Pte Ltd under the brand name of SPAZE
Tea Tree Wellness Spa Pte Ltd Trading as Tea Tree Wellness Pte Ltd
TG Traditional Massage Pte Ltd
Thai Chiangrai Spa Massage under the brand name of Avon Spa
Thai Relax Spa LLP
The Amenity Pte Ltd
The American Club under the brand name of Sen Spa
The At Work Group Pte Ltd under the brand name of Lush

The Best Acutherapy Centre Pte Ltd under the brand name of The Best Acutherapy Centre
The Body-Lab Waterspa
The Fullerton Spa
The Hair Secrets Beaute Care Private Limited
The Label Pte Ltd under the brand name of New Oriental Spa
The Luxe House Pte Ltd under the brand name of The Luxe House
The Nail Sanctuary@Holland V
The Nail Status Pte Ltd - Far East
The Nail Status Pte Ltd - Sengkang
The Pan Pacific Hotel Singapore under the brand name of St. Gregory At Pan Pacific Singapore
The Retreat Concepts Pte Ltd under the brand name of Aurora 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
Ti Tien Spa
Tian Di Health Spa
Tian Le Beauty & Health under the brand name of Regarding Spa
Tianyou Tradition Chinese Medical Clinic under the brand name of Tianyou TCM Clinic
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 Foot Wellness Pte Ltd
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 - 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- Bukit Timah
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
TTQM Holdings Pte Ltd trading as TT Quick Massage Pte Ltd
TTQM Holdings Pte Ltd trading as TT Quick Massage Pte Ltd - Nex
Ty Trade Pte Ltd under the brand name of TY Spa
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 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
VIP 518 Spa Pte. Ltd. under the brand name of VIP Beauty & Slimming Spa
Voguish Selections Pte Ltd under the brand name

of Voguish Selections
W Singapore Sentosa Cove Hotel under the brand name of Away Spa
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
Wei Mei TCM Healthcare & Therapy Centre under the brand name of Wei Mei Spa
Wei Spa
Wellness & Care Pte Ltd under the brand name of Sauna Detox Center
Wellness Space Pte Ltd under the brand name of Wellness Space
Wen Xin Tuina
Win Spa
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
Xin Yu Foot Spa - Bedok
Xin Yu Foot Spa - Toa Payoh
Xin Yuan Wellness
XingLong Therapy Centre
XingMei Spa
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 Acutherapy 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
Younge Beauty & Wellness Pte Ltd under the brand name of You Me Spa
Young Palace Pte Ltd
Yu Sheng Tang (TCM) Clinic
Yu Sheng TCM Health & Therapy Centre under the brand name of Essence Spa
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 Beauty Pte Ltd - #03-85/90
Zen Wellness - Cuppage Plaza
Zheng Hong Pte Ltd under the brand name of ZhengHong Spa
Zufu Reflexology Pte Ltd
Zuyue Foot Reflexology Pte Ltd under the brand name of Zuyue Body Wellness & Foot Spa
Zuyue Foot Reflexology Pte. Ltd. under the brand name of Zuyue Body Wellness & Foot Spa- #02-333

Direct Funeral Services Pte Ltd
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Kemp Trading
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Nu Photo Private Limited
Royal Sense Pte Ltd
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