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CASE does more than just flagging errant retailers

We refer to the forum letter (Concerted effort needed to tackle errant retailers; 4 Sep 2013).

The Consumers Association of Singapore (CASE) does more than flag errant companies and help consumers with their disputes. We also go to court to apply for injunctions that stop companies from committing unfair practices under the Consumer Protection (Fair Trading) Act (CPFTA). We have acted against five such businesses since the law took effect in 2004. Our latest case is against the timeshare company, Concord Developments Pte Ltd that has since ceased operations.

Besides acting against errant businesses, we also single out those with good consumer practices through our CaseTrust Accreditation Scheme. Major retailers such as Courts (Singapore) Pte Ltd, OSIM International Ltd and Brother International Singapore Pte Ltd have been accredited with our CaseTrust mark.

Still, our efforts are in themselves not sufficient to stamp out errant retailers. This is why we work with other agencies such as the Singapore Tourism Board as well as mall owners who share our goals of weeding out recalcitrant unethical behaviour, with the aim of strengthening our efforts in curbing these errant retailers.

We hope that consumers will work with us in our fight against these errant retailers, to safeguard our consumers' interests. While we work on this together, we wish to encourage the public to exercise due care before entering into transactions. Do take preventive steps such as checking if a retailer has been black-listed and resisting offers and discounts that seem too good to be true.

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