



CONSUMERS ASSOCIATION OF SINGAPORE

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6 November 2014

Forum Editor

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Response to Lianhe Zaobao Forum Letter

We refer to 张秀凤's letter "终止不公交易行为" in Lianhe Zaobao on 1 November 2014.

CASE is very concerned about the situation of errant retailers at Sim Lim Square. We have been working hard behind the scenes to meet up with these errant retailers to resolve their disputes with the consumers. Recently, we have invited Mobile Air to sign a Voluntary Compliance Agreement (VCA) and have given them one week to respond. If they refuse to sign the VCA or continue with their unfair practices as specified in the Consumer Protection (Fair Trading) Act (CPFTA), CASE can proceed to go to court and take up an injunction against the company.

In order for CASE to take action against an errant retailer, the retailer must have breached the CPFTA. As such, we hope that consumers will play their part by being vigilant and verify the actual cost of the item sold. Consumers must always remember to keep all proofs of transactions with important details such as receipts with the company name and cost of the item.

CASE will continue to work with the STB to protect the interests of consumers. We will definitely look into the matter if there is a breach of the CPFTA.

We thank Ms Zhang for her suggestions about our Consumer Complaints Alert List displayed at Sim Lim Square and will look into the feasibility of your suggestions.

Lim Biow Chuan

President

Consumers Association of Singapore