



# CONSUMERS ASSOCIATION OF SINGAPORE

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Forum Editor  
Lianhe Zaobao Forum  
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## **CASE response to Lianhe Zaobao Forum Letter**

We refer to Ms Wong Ling Ming's letter “消协拒绝处理我的个案” (Lianhe Zaobao Forum, 9 Jan 2016).

We are sorry to hear of Ms Wong's experience in attempting to get back a refund from the errant business.

We have had several discussions with Ms Wong over her case since early December via email after she approached CASE for assistance in her dispute. There was initial uncertainty over whether she had made a private arrangement or hired the electrical technician through an electrical company. This is important because while CASE can only step in when consumers face disputes with companies. We are unable to do so when the dispute arises over private arrangements.

Once we established that Ms Wong had hired the technician through a company, we invited her to come down to our CASE office for a consultation with our officer on her case. Ms Wong met our officer at our premises in January this year and we set out the available options for her. She could file a complaint with CASE, approach the Small Claims Tribunals (SCT) for a judgement or seek further legal advice. Ms Wong eventually informed our officer that she would bring her claim to the SCT instead.

We did not turn her away as she claimed, but we understand her frustrations.

CASE has always been committed to protecting the interests of consumers and promoting an environment of fair and ethical trade practices. We take all feedback from consumers seriously and will do our best to follow up on their complaint.

Lim Biow Chuan  
President  
Consumers Association of Singapore (CASE)