



CONSUMERS ASSOCIATION OF SINGAPORE

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MEDIA RELEASE

For Immediate Release

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CASE calls for consumers to collect unclaimed prepayment protection insurance payouts

More than \$169,000 in prepayment protection insurance payouts under the CaseTrust accreditation scheme for spa and wellness businesses are unclaimed as affected consumers could not be contacted despite efforts to reach them.

The sum is part of the payout due to consumers affected by the closure of 28 CaseTrust accredited spa and wellness businesses between February 2017 and June 2022.

More than \$280,000 had been paid out under the scheme to 512 affected consumers since 2017, with an average of approximately \$540 paid out to each consumer. Approximately 580 consumers could not be contacted or had not responded to CaseTrust's appointed insurer, AVA Insurance Brokers Pte Ltd ("AVA Insurance") to collect the \$169,000 in unclaimed payouts.

The Consumers Association of Singapore ("CASE") urges these affected consumers to contact AVA Insurance at claims_brokers@ava-ins.com or 6535 1828 for more information on collecting their payouts. Claims must be submitted to AVA Insurance within six years of the business closure.

As at 13 July 2022, the amount of consumer prepayments insured under the scheme stands at more than \$15.8 million. The cumulative amount of prepayments protected since the introduction of the prepayment protection feature in the scheme stands at more than \$263 million.

Background

CASE is concerned with the loss of consumer prepayment due to sudden business insolvency as it is generally challenging for consumers to recover their prepayments.

To safeguard consumers from losing their prepayments in spa and wellness packages, CASE introduced prepayment protection in the CaseTrust spa and wellness accreditation scheme in 2011. Spa and wellness businesses accredited under the scheme are required to protect prepayments made by consumers via the purchase of prepayment protection insurance.

Upon making prepayment to a CaseTrust accredited spa and wellness business, consumers would be given an insurance certificate listing their personal details and the protected sum. In the event the business suddenly closes down, AVA Insurance will contact the affected consumers to collect their insurance payouts.

How to Collect

To collect their payouts, consumers will need to contact AVA Insurance and provide their insurance certificate number. Consumers who have lost or misplaced their insurance certificates will need to provide their National Registration Identity Card (NRIC) number for verification.

Please refer to **Annex A** or CaseTrust website (www.casetrust.org.sg) for the list of CaseTrust accredited spa and wellness businesses which closed between February 2017 and June 2022.

Mr Melvin Yong, President, CASE, said: "In recent years, many businesses in the spa and wellness industry had been adversely impacted by COVID-19 restrictions and deteriorating economic conditions. As a result, some of them had to cease operations. We are glad that the CaseTrust prepayment protection scheme has helped to protect the unutilised portions of consumers' prepaid packages, which can run into a few thousand to tens of thousands of dollars. The issue of prepayment losses remains an area of deep concern for CASE. While the CaseTrust prepayment protection scheme helps safeguard consumers' prepayment amounts for the spa and renovation contractor industries, there is a need to look into how we can better protect consumers' prepayments for other businesses, especially in areas where consumers tend to make large sums of payment upfront. I have called on the government to strengthen existing prepayment protection legislation, and mandate prepayment protection in industries where consumers report a high amount of prepayment losses."

Other Features of CaseTrust

Businesses which carry the CaseTrust mark demonstrate their commitment to good business practices and consumer friendly policies. Specifically, consumers who patronise CaseTrust accredited spa and wellness businesses will be able to enjoy:

- A five-day cooling-off period to seek refund of unutilised services if they do not wish to proceed with their prepaid packages
- Clear policies on charges and refunds
- Proper dispute resolution mechanism such as mediation in the event of disputes
- Stress-free treatment with no selling during treatment

For the full list of CaseTrust accredited spa and wellness businesses, please refer to: <https://app.case.org.sg/casetrust.plx?rm=resultsSpa>.

Melvin Yong
President
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About the Consumers Association of Singapore:

The Consumers Association of Singapore (CASE) is an independent, non-profit organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act (CPFTA) which came into effect on 1 March 2004.

For more information, please visit the CASE website at www.case.org.sg or follow us on:

Facebook: www.facebook.com/casesg

Twitter: www.twitter.com/casesg

About CaseTrust:

CaseTrust was launched by CASE in 1999 to promote fair and ethical trading among businesses so that consumers can shop with confidence. Today, more than 1,200 storefronts are accredited under different schemes catered to the needs of each industry.

For more information, please visit the CaseTrust website at <https://www.casetrust.org.sg>.

Annex A

No.	Company Name	CaseTrust Accredited Outlet Address at Date of Cessation	Closure Date
1	The Viet Nails	253 Jurong East Street 24 #01-217 Singapore 600253	1-Jun-2017
2	Celestial Sanctuary Singapore Private Limited	321 Orchard Road #03-00 Orchard Shopping Centre Singapore 238866	29-Aug-2017
3	Buoyant TCM Aromatherapy Pte. Ltd.	45 Burghley Drive #01-08 Singapore 559022	31-Oct-2017
4	Hut68 Pte. Ltd.	415 River Valley Road Singapore 248314	8-Mar-2018
5	J Edition Pte Ltd	289 Beach Road #01-01 Singapore 199552	4-Apr-2018
6	Ling Xin TCM Center Pte. Ltd (Ghim Moh)	21 Ghim Moh Road #01-155 Singapore 270021	31-May-2018
7	Shann International Group Of Companies Private Limited	11 Tanjong Katong Road #03-29 One KM Mall Singapore 437157	1-Jul-2018
8	Grand Nature Wellness Pte Ltd	14 Liang Seah Street Singapore 189035	4-Aug-2018
9	Pure Angel Pte. Ltd.	446 Ang Mo Kio Avenue 10 #01-1665 Singapore 560446	4-Apr-2019
10	Shape Up House Singapore Pte Ltd	391 Orchard Road #05-25 Ngee Ann City Singapore 238872	14-Jul-2019
11	5 Senses Spa Studio Pte Ltd	2 Handy Road #03-19 The Cathay Singapore 229233	8-Aug-2019
12	Gatinnie Expression Beauty Centre	185 Toa Payoh Central #01-342 Singapore 310185	4-Dec-2019
13	Green Apple Spa @ Siglap Pte Ltd	6 Upper East Coast Road Singapore 455200	31-Dec-2019
14	Healthcare Spa Pte Ltd	11 Tanjong Katong Road #B1-17 ONE KM Singapore 437157	31-Dec-2019
15	Elitespas International Pte Ltd	6 Raffles Boulevard #05-00 Marina Mandarin Hotel, Marina Square Singapore 039594	16-Mar-2020
16	Little Carnivores LLP	68 Thomson Road #01 Singapore 307587	16-Jul-2020
17	The Luxe House	2 Bayfront Avenue #B1-01D/#B1-149/#B1-150 The Shoppes At Marina Bay Sands Singapore 018972	17-Aug-2020
18	Spa Lifestyle Beauty & Care Pte Ltd	709 East Coast Road Frankel Estate Singapore 459064	17-Aug-2020
19	Master Massage Pte Ltd	271 Bukit Batok East Avenue 4 #01-146 Singapore 650271	24-Sep-2020
20	Tang Shan Chinese Medical Hospital Pte Ltd	180 Kitchener Road #B2-42/43 City Square Mall Singapore 208539	31-Aug-2020
21	Body Inc. Pte Ltd	781 Bukit Timah Road 1st Storey Singapore 269759	2-Sep-2020
22	Resorts World at Sentosa Pte Ltd	18 Sentosa Gateway Resorts World Sentosa Singapore 098134	19-Oct-2020
23	Precious Foot Reflexology Pte Ltd	130 Jurong Gateway Road #01-217 Singapore 600130	17-Dec-2020
24	Hug In The Spa Pte Ltd	88 Jalan Jurong Kechil #01-88 Singapore 598595	30-Sep-2021
25	Yakson House Pte Ltd	501 Orchard Road #05-12A Wheelock Place 238880	13-Dec-2021
26	Balinese Thai Wellness Pte Ltd	235 Upper Thomson Road Thomson Ridge Estate Singapore 574366	31-Jan-2022
27	Go Healthy Medic Spa Pte. Ltd.	192 Lorong 4 Toa Payoh #01-674 Second Storey Singapore 310192	18-Feb-2022
28	K-Lotus Clinic Pte Ltd	1 Woodlands Road #02-09 Junction 10 Singapore 677899	11-May-2022