

MEDIA RELEASE

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**CASE RECOVERED \$3.8 MILLION FOR CONSUMERS IN 2010**

In 2010, CASE attended to a total of 22,590 cases, up 3.7% from 21,782 cases in 2009. Among the cases in 2010, CASE successfully resolved 60% of the cases on average (for both filed and assisted cases) and recovered \$3.8 million in cash and in kind for consumers. This is 28.6% more than what was recovered in 2009.

**Table 1: Filed and assisted cases received in 2009 and 2010\*\*\***

	Filed cases	Assisted cases
<b>2009</b>	1,597	2,200
<b>2010</b>	1,574	2,087

Table 1 above shows that the number of cases that CASE handled in 2010 decreased for both filed and assisted categories compared to 2009.

Each year, CASE also does a ranking of the top 10 industries being complained against. For 2010, beauty is the top industry being complained against, followed by timeshare and contractors.

**Table 2(a) and 2(b): Comparison of the ranking of the top 10 industries being complained against in 2009 and 2010**

Table 2(a) – Ranking of industries in 2010

Table 2(b) – Ranking of industries in 2009

No.	Ranking of Industry in 2010	Number of cases received in 2010
1.	Beauty	3,111
2.	Timeshare	2,001
3.	Contractors	1,313
4.	Electrical and electronics	1,262
5.	Motorcars	1,232
6.	Furniture	1,190
7.	Telecommunications	1,162
8.	Maid agency	1,088
9.	Real estate	1,044
10.	Travel	994

No.	Ranking of Industry in 2009	Number of cases received in 2009
1.	Timeshare	2,523
2.	Beauty	2,060
3.	Educational	1,843
4.	Motorcars	1,343
5.	Electrical and electronics	1,325
6.	Real Estate	1,079
7.	Travel	1,062
8.	Maid agency	1,006
9.	Contractors	946
10.	Furniture	867

**Some notable observations by CASE:**

1. The beauty industry is the most complained against industry in 2010 (2<sup>nd</sup> in 2009). This is the first time where the beauty-related cases top the most number of cases. From 2009 to 2010, beauty-related cases seen a sharp increase from 2,060 to 3,111 cases (up 51%). This can be attributed to the closure of major spas in 2010.
2. The timeshare industry is ranked 2<sup>nd</sup> top industry being complained against in 2010 (1<sup>st</sup> in 2009). In comparison to 2009, the number of cases had fallen by 522 cases (20.7%). This can be due to CASE's efforts in educating the consumers on timeshare issues.
3. The contractors industry is ranked 3<sup>rd</sup> top industry being complained against in 2010 (9<sup>th</sup> in 2009). The surge in the number of cases could be due to more consumers moving houses or engaging renovation contractors in view of the better economy in comparison to 2009.
4. The electrical and electronic industry has risen from 5<sup>th</sup> placing in 2009 to 4<sup>th</sup> placing in 2010. However the number of cases for the electrical and electronic industry has fallen by 63 cases (4.7%).
5. The motorcars industry has dropped its placing from 4<sup>th</sup> to 5<sup>th</sup> placing in 2010. The number of cases for the motorcars industry has fallen by 111 cases (8.3%). We believe the CaseTrust-SVTA accreditation scheme has helped in reducing the number of cases received.

#### **CASE aims for 70% resolution rate**

	<b>Filed cases</b>	<b>Resolved cases</b>	<b>Assisted cases</b>	<b>Resolved cases</b>
<b>2010</b>	1,574	1,051 (66.8%)	2,087	1,108 (53.1%)

With reference to the above table, CASE achieved 66.8% resolution for filed cases and 53.1% resolution for assisted cases. On the average, the resolution rate is about 60%.

Moving forward, CASE aims to resolve about 70% of the filed cases. In addition, CASE will be embarking on mass education programmes to increase consumer literacy in Singapore.

(\*\*\*Note: Filed cases are cases whereby consumers authorise CASE to handle on their behalf. Assisted cases are cases whereby CASE assists consumers to pursue their own claims through writing a letter on their behalf to the vendor, citing the dispute and ideal resolution).

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