



# CASETRUST ACCREDITATION SCHEME

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FOR

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## RENOVATION BUSINESSES

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## INFORMATION & APPLICATION KIT

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# Introduction

The CaseTrust Accreditation Scheme for Renovation Businesses was developed by CaseTrust, for renovation businesses owning or operating single or multiple business-to-consumer business entities at one common operating address. Under this scheme, the respective business entities are audited under a set of stringent and comprehensive criteria, covering the aspects of proper store policies, ethical advertising and fair dispute resolution procedures, staff capabilities as well as staff training.

Some of the unique points for this scheme

- All business entities applying to be accredited by CaseTrust are required to purchase a **Deposit Performance Bond** to safeguard deposit payments against non-performance of a contract, closure, winding up and/or liquidation among others.
- All such business entities must adopt the **CaseTrust Standard Renovation Contract**.

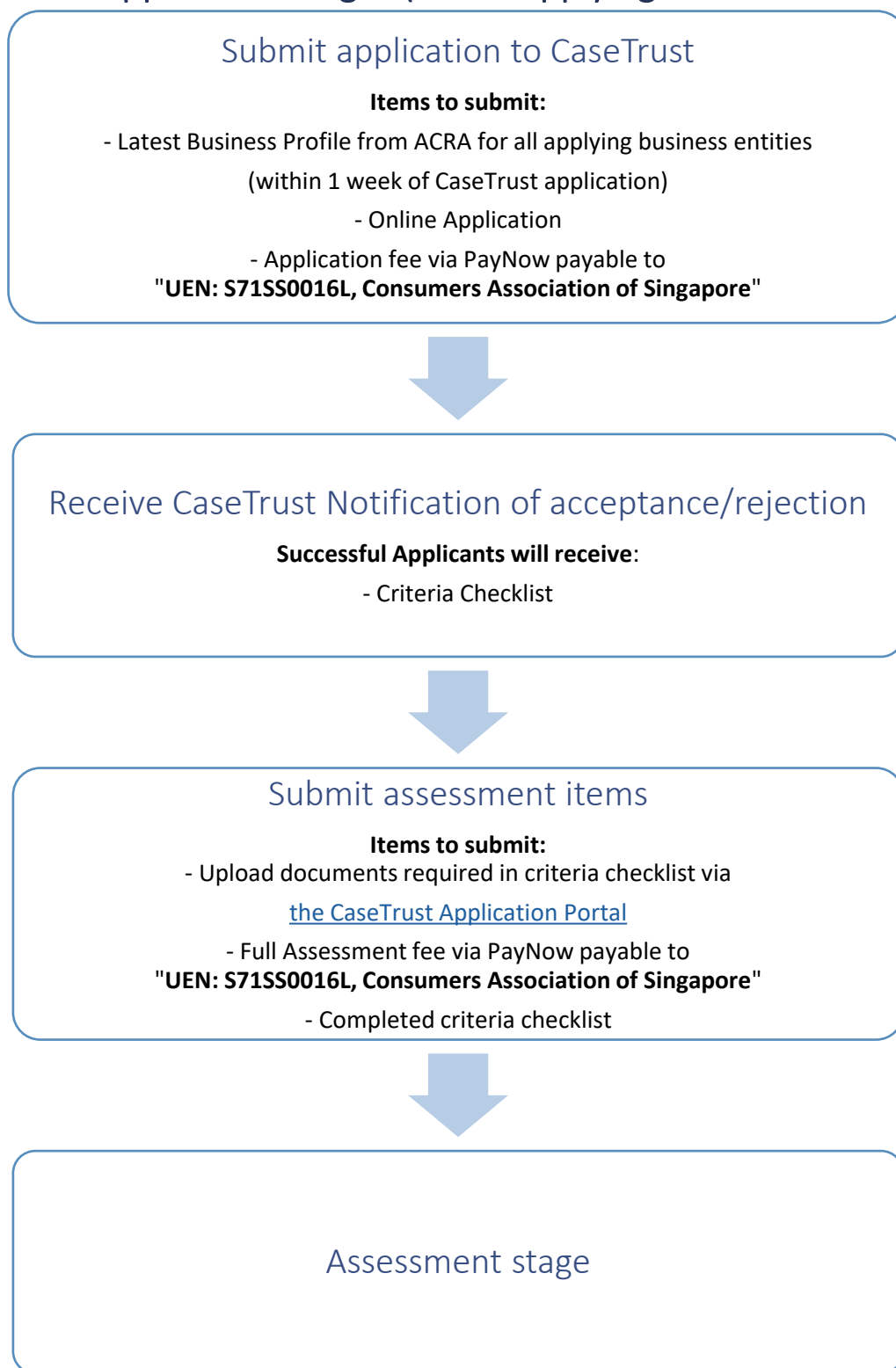
The business entities that obtained the CaseTrust accreditation would be able to display the CaseTrust logo on their shop front and marketing materials as a sign of their commitment to fair trading.

For consumers who engaged CaseTrust accredited contractors, it gives them the assurance that these businesses have good service standards, integrity and well-trained staff.

## How does CaseTrust benefit businesses?

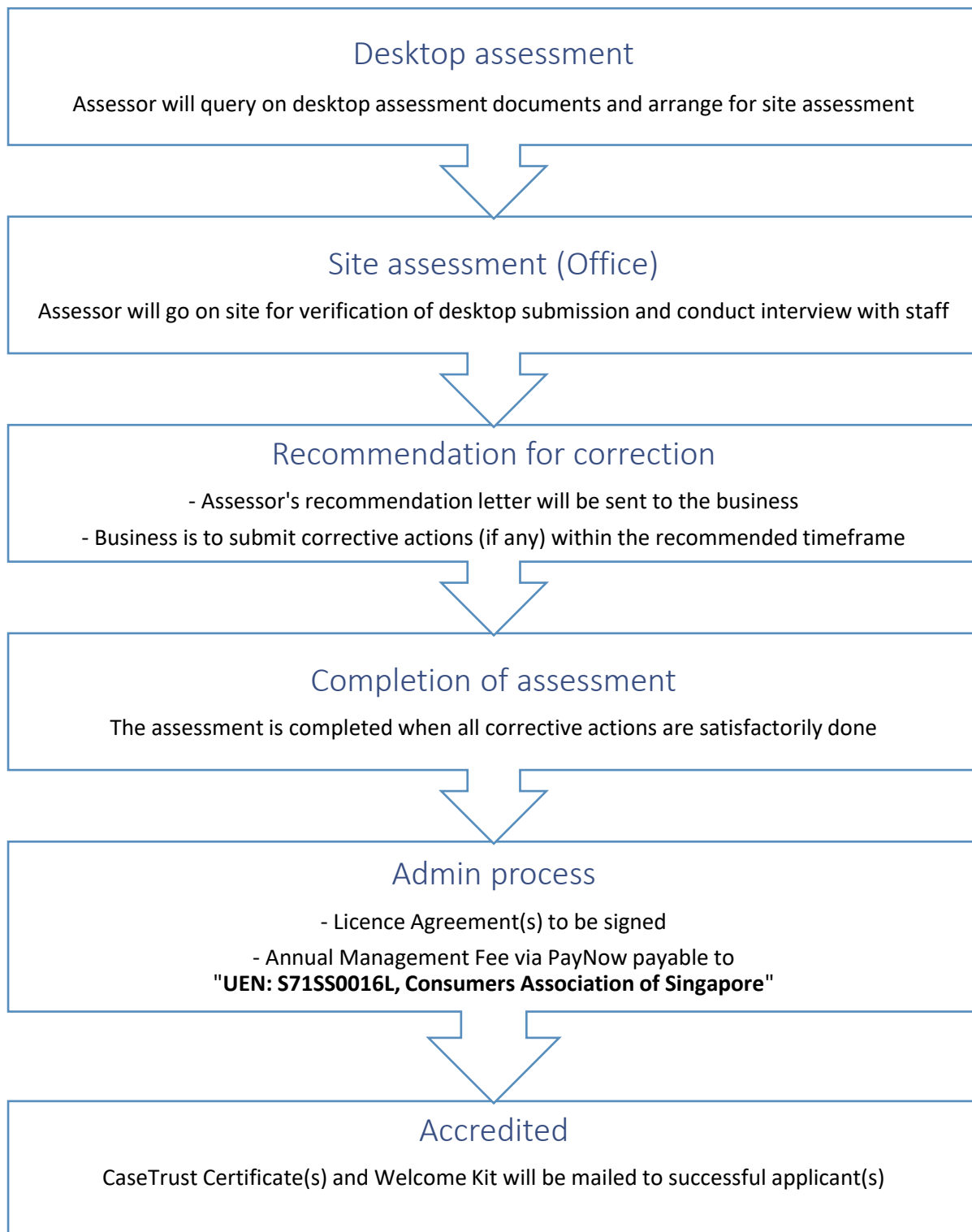
- Achieve greater exposure through CaseTrust's publicity efforts for accredited businesses.
  - Coverage through advertising and publicity campaigns by CASE
  - CASE quarterly magazine "The Consumer" with circulation of over 4,000 readers
  - Ride onto CaseTrust related articles on mass and social media
  - Free listing on [CaseTrust website](#)
- Gain immediate recognition by consumers as a business they can trust.
- Join reputable businesses who have attained CaseTrust accreditation.
- Competitive edge over non-accredited businesses through compliance of the Consumer Protection (Fair Trading) Act.
- Tap on CASE mediation facilities to resolve dispute at no cost.
- CaseTrust accredited renovation companies will enjoy a **longer validity period** when applying or renewing to be listed on **Housing and Development Board (HDB)'s Directory of Renovation Contractors (DRC)**. CaseTrust accredited contractors will be listed for 3 years instead of 2 years subject to meeting prevailing conditions.

## CaseTrust Application Stages (For all applying business entities)



Note: The application will be considered Null & Void if all the required items are not submitted in full within 6 months from date of application.

## CaseTrust Assessment Stages (For all applying business entities)



Note: It will take around 1 to 3 months from the commencement of assessment stage to completing the whole accreditation process.

## CaseTrust Criteria for Renovation (for all applying businesses entities)

The full criteria checklist, incorporating assessment elements and document checklists, will be made available to the business entities upon submission of the CaseTrust application form and application fees.

| Policies                    |  |
|-----------------------------|--|
| Goods & Services            |  |
| <b>A1</b>                   | My business offers goods and services of satisfactory quality as defined in the Sales of Goods Act S14 (2), Consumer Protection (Fair Trading) Act and Lemon Law.  |
| Terms & Conditions of Sales |  |
| <b>A2</b>                   | My business clearly states the terms and conditions of any warranties or service guarantees to protect customers against delayed works, defective workmanship/materials. My business also protects customers' deposit(s) against contractual non-performance, through the CASE-approved deposit protection bond. |
| <b>A3</b>                   | My business has an exchange and refund policy clearly stipulating the time frame and conditions for any exchange and refund.   |
| <b>A4</b>                   | My business clearly states the terms and conditions for any deposits paid should the transaction be cancelled.   |
| <b>A5</b>                   | My business clearly states the terms and conditions applicable to the redemption of vouchers.  |
| <b>A6</b>                   | My business has a policy on rectifying defective works and replacing defective materials supplied. The rectification works must be made good at the business' own expense within a specific time frame as agreed upon by both parties after receipt of such notification from the customers.                     |
| <b>A7</b>                   | My business has a policy of providing clear information on the services offered, the price and the schedule of works (timetable) to the customers.   |
| <b>A8</b>                   | My business has provisions for terms involving variations to the works.  |
| Pricing & Payment           |  |
| <b>A9</b>                   | My business is committed to display discounted prices clearly.   |
| <b>A10</b>                  | My business clearly states the payment methods and channels available to customers.  |
| <b>A11</b>                  | My business is committed to avoid over or under-charging and to ensure correct amount is charged.  |
| <b>A12</b>                  | My business clearly states any delivery and/or shipping charges incurred.  |

|                 |  |
|-----------------|--|
| <b>A13</b>      | My business clearly states any additional charges incurred besides the contract price, such as site preparation fees, 3D drawings, delivery charges, etc |
| <b>A14</b>      | My business has a payment schedule clearly stating the amount to be paid at various stages.  |
| <b>Security</b> |  |
| <b>A15</b>      | My business is committed to maintain the confidentiality of customer data.   |

## Communication

### External Communication

|           |   |
|-----------|---|
| <b>B1</b> | My business provides effective mode(s) of communication for customers.  |
| <b>B2</b> | My business has a system in place to inform CaseTrust in writing of any change 7 days before implementation; including policies, ACRA business profile, ownership of the business, contact person for CaseTrust, addition/cessation of branches, change of business contacts information etc. |

### Advertising & Promotion

|           |   |
|-----------|---|
| <b>B3</b> | <u>Accuracy of Information</u><br>My business ensures that all goods and services are accurately described and portrayed in all marketing communications.               |
| <b>B4</b> | <u>Adequacy of Information</u><br>My business ensures that its marketing communications include sufficient details on prices, quality, availability and terms of sales. |
| <b>B5</b> | My business sells what is advertised and promoted.  |
| <b>B6</b> | My business maintains a sufficient stocks for all promotional items.  |
| <b>B7</b> | My business clearly states the period for which promotions are valid.   |
| <b>B8</b> | My business clearly spells out details of the mechanism for any lucky draw, free merchandise/service, and/or contest.   |

## Practices & Systems

### Terms & Conditions of Works

- |           |  |
|-----------|--|
| <b>C1</b> | My business adopts the CaseTrust Standard Renovation Contract.     |
| <b>C2</b> | My business provides customers with a copy of the signed contract. |

### Payment, Collection & Delivery

- |           |  |
|-----------|--|
| <b>C3</b> | My business provides customers with receipts reflecting full detailed information to acknowledge payment of various stages.  |
| <b>C4</b> | <u>Exchange and Refund</u><br>My business honours our exchange and refund policies promptly within the stipulated time frame and conditions.   |
| <b>C5</b> | <u>My business provides delivery forms for the materials</u><br>Delivery forms reflect full detailed information. My business obtains customer's signature acknowledging receipt of delivery form and a copy is submitted to the customer for his retention. |

### Feedback Management

- |           |   |
|-----------|---|
| <b>C6</b> | My business has a system to document complaint cases and has a complaints resolution procedure.   |
| <b>C7</b> | My business informs complainants of the status of the complaint investigation.  |
| <b>C8</b> | My business resolves complaints within a maximum of 21 days upon receipt of a complaint.  |
| <b>C9</b> | My business informs customers of alternative forms of redress should the business be unable to resolve the complaint within the time frame, E.g. CASE Mediation Centre. |

### Security

- |            |   |
|------------|---|
| <b>C10</b> | My business has a system to keep all customers' particulars confidential. |
|------------|---|

### Goods & Services

- |            |   |
|------------|---|
| <b>C11</b> | My business has a quality assurance system ensuring quality of works, proper management of contracts and purchase of materials.   |
| <b>C12</b> | All my other business(es)/entity(ies) clearly informs customers of the name of entity(ies) that has CaseTrust accreditation and if the customer enters into an agreement with my other business(es)/entity(ies) that does not have CaseTrust accreditation (that is registered or operating from a similar address as my accredited business entities), my business undertakes to clearly explain to the customer, the implications and differences (e.g. no safeguard against deposit payment for non-performance, no requirement to mediate etc) before the customer enters into a separate agreement with the non-accredited business (if applicable). |



## Personnel

### Performance

|           |  |
|-----------|--|
| <b>D1</b> | My business ensures that customer support and service staff do not practice any unethical sales tactics. |
|-----------|--|

### Knowledge

|           |   |
|-----------|---|
| <b>D2</b> | My business ensures staff is able to provide accurate, timely and comprehensive product and service information to customers and to perform service to the expected levels. |
|-----------|---|

## Fee Structure

(Fees are inclusive of GST)

| Types of Fee   | Annual Sales Turnover |                   |                    |                   |                    |                   |
|--|-----------------------|-------------------|--------------------|-------------------|--------------------|-------------------|
|  | Small Business        |                   | Medium Business    |                   | Large Business     |                   |
|  | (Lesser than S\$1M)   |                   | (\$\$1M to S\$15M) |                   | (More than S\$15M) |                   |
|  | 1st Entity            | Subsequent Entity | 1st Entity         | Subsequent Entity | 1st Entity         | Subsequent Entity |
| Application  | \$327.00              | Free              | \$327.00           | Free              | \$327.00           | Free              |
| Full Assessment  | \$741.20              | \$555.90          | \$1,722.20         | \$1,291.65        | \$2,267.20         | \$1,700.40        |
| Interim (Site) Assessment                                | \$425.10              | \$318.83          | \$970.10           | \$727.58          | \$1,297.10         | \$972.83          |
| Annual Management  | \$763.00              | \$381.50          | \$1,526.00         | \$763.00          | \$2,507.00         | \$1253.50         |
| CaseTrust Certificate                                    | Waived                | Waived            | Waived             | Waived            | Waived             | Waived            |
| Additional / Reprint CaseTrust Certificate (if required) | \$16.35               | \$16.35           | \$16.35            | \$16.35           | \$16.35            | \$16.35           |
| CaseTrust Decal  | \$0.00                | \$0.00            | \$0.00             | \$0.00            | \$0.00             | \$0.00            |
| Mediation at CASE Mediation Centre (when required)       | Free                  |                   |                    |                   |                    |                   |

## Important Note

1. "The Applicant" means the respective individual business entity, applying for CaseTrust accreditation.
2. Should there be a variety of sizes of business entities, the first entity would be the larger entity.
3. Fees are inclusive of the prevailing GST rate and are subject to change, depending on economic situation and at discretion of the CaseTrust department.
4. \*Full-term assessment consisting of Desktop and Site(office) is conducted every four (4) years.
5. \*\* Interim assessment (i.e. site/office) is conducted on the third (3<sup>rd</sup>) year of every accreditation cycle.
6. Application fee is to be paid together with submission of application form. Full assessment fee is to be paid at the submission of desktop assessment documents.
7. The application will be considered NULL & VOID if:
  - a. Documents and fee for assessment are not submitted within 6 months from date of application.
  - b. The Applicant failed to obtain CaseTrust accreditation within the period of 1 year from date of application.
8. The Applicant must go through the full assessment first, and the interim assessment after 2 years.
9. CASE reserves the right to perform more than one interim assessment during the 4 years period.
10. If the Applicant does not pass the assessment, a re-assessment fee equivalent to the full assessment fee must be paid.
11. The annual management fee is payable only after the Applicant passes the assessment process.
12. Below are the cancellation fees in the event the Applicant cancels its application under the following circumstances:
  - a. Application fee is strictly non-refundable.
  - b. Assessment fees are refundable if withdrawal request is made within 3 days from the submission of assessment items.
  - c. If withdrawal request is made after 3 days from submission of assessment items, but at least 3 days before commencement of site assessment, 50% of the assessment fees will be refundable.
  - d. Assessment fees are strictly non-refundable if withdrawal request is made less than 4 days before site assessment.

### Application

1. The Applicant is bound by the Terms and Conditions herein and such variations, which may from time to time, be made by the CaseTrust department, and upon submission of their application to the CaseTrust department.
2. The applicant (and/or subsequently accredited business entity) is to note the following eligibility conditions to apply/re-apply for the accreditation scheme or to remain accredited:
  - There should not be 5 or more complaints related to the Consumer Protection Fair Trading Act (CPFTA) lodged against it with CASE, within a continuous period of 12 months before the date of the new/renewal application or after the business has been accredited; and/or
  - must not have any pending or inadequate replies to CaseTrust queries; and/or
  - must not be faced with any debarment arising out of any sanction imposed by CaseTrust; and/or
  - must not have any bad track record with CASE (where the respective situation arises), for refusal to sign the Voluntary Compliance Agreement (VCA), breach the signed VCA, be issued with a Consumer or Company Alert against it by CASE, or be referred to the Competition and Consumer Commission of Singapore for Injunction by CASE.
3. Businesses with different ACRA numbers are considered separate entities, even if they are under the same holding company. Separate applications will be required.
4. An application for CaseTrust accreditation must be accompanied by:
  - a. Completed application form as prescribed, together with any supporting documents required
  - b. Application fee
5. The application fee herein will not be refunded if the Applicant fails to qualify for assessment for any or whatsoever reason.
6. If the Applicant fails the prescribed assessment conducted, the Applicant may be given a further opportunity to apply for re-assessment so long as the Applicant does not exceed 2 further assessments. All assessment fees, if any, must be paid by the Applicant.
7. The Applicant may ask for a review of the assessment with reasons. Upon receipt of the review fee, the Applicant's request will be considered by the CaseTrust department. Such review will be allowed at the discretion of the CaseTrust department and will be final. This review fee will be refunded if the review is found in the Applicant's favour.
8. Applicants whose desktop submission is insufficient as determined by the assessor, will have to submit the corrective actions within 2 months from the date of notification. Failing which, the Applicant is deemed to have failed the desktop assessment.
9. Applicants who pass the desktop assessment but subsequently fail the site assessment are deemed to have failed the assessment.

## Accreditation Details

10. Accreditation for the Scheme will be for a period of 4 years, renewable subject to the assessment, investigation results, feedback from the public i.e. complaints if any, and other relevant factors. The CaseTrust department reserves the right to revoke or not renew the accreditation should businesses fail to adhere to the standards set by the CaseTrust department.
11. Businesses who make changes to its ownership/partnership/directorship after obtaining accreditation may be subjected to re-assessment. This assessment shall be independent of other assessments that the business is scheduled to undertake.

## Standards

12. Businesses are required to maintain the CaseTrust standards as stated, among other things, in the assessment criteria provided. The criteria may be revised from time to time and the businesses must be so bound by such.
13. Upon acceptance of accreditation, store-based retailers are required to display their policies clearly in their stores or such policies must be easily accessible to consumers. Web-based retailers are required to publish their web policies on their web sites.
14. Businesses are required to comply with all government laws, rules, and regulations at all times. Should the accredited businesses be found to be in breach of such laws, rules, and regulations, the accredited business has been made aware of the CaseTrust department's empowerment to suspend, expel, or blacklist, either singly or jointly, depending on the severity of the non-compliance, or by any other appropriate means.
15. Businesses must have a proper criterion to deal with complaints and a dispute resolution programme in place and, which is transparent and known to consumers. If the consumer who has a dispute with a CaseTrust accredited business requests for mediation at CASE Mediation Centre, the CaseTrust accredited business must attend the mediation session arranged by CASE.
16. In order to uphold the standards, which may be updated from time to time, set by CaseTrust, all businesses shall adhere to the Code of Practice and abide by penalties imposed upon breach/infringement of the Code of Practice.

## Conditions Precedent

17. Businesses should allow CaseTrust representatives into their premises for auditing and/or investigation purposes, whether notified or not.
18. The business agrees to indemnify and keep CASE, its directors, employees, officers, CaseTrust Advisory Council Members, agents or representatives, fully and effectively indemnified against any and all actions, liabilities, cost, claims (including third party), losses, damages, proceedings and/or expenses (including all legal costs on an indemnity basis) arising from or in connection with the business' application for CaseTrust accreditation scheme.

## Audit/Investigation

19. The business has been made aware of the CaseTrust department's empowerment to deal with breach/infringement of the Criteria Checklist, Code of Practice and Licence Agreement. Any business entity which committed a breach/infringement shall be suspended, expelled or blacklisted, either singly or jointly, depending on the severity of the breach/infringement, or by any other appropriate means.
20. The business entity(ies) is/are required to undergo and pass the interim assessment(s), within 3 months from the date of the CaseTrust Suspension Notice, before being lifted from suspension orders.

## Termination

21. Upon termination and expiry of CaseTrust accreditation scheme, all CaseTrust related materials including the CaseTrust decal must be returned to CASE office within 7 days, and such materials and such decals should not be used in any manner whatsoever by the businesses before its return.
22. The CaseTrust department reserves the right to revoke accreditation should businesses fail to adhere to the licence agreement or breach the Terms and Conditions herein, or for whatsoever reasons, as the CaseTrust Department deems fit.

## Sanction Framework

23. The CaseTrust Accreditation Scheme is a stringent scheme, where only businesses which have passed the rigorous assessments and remained committed to meet all stipulated requirements consistently would remain accredited.

24. To manage the quality and brand value of the CaseTrust Mark, **sanction(s) may be imposed either on each accredited entity or on all entity(ies) operating, controlled, and/or owned by any of the business(es)' directors, partners, owners that is registered and/or operating from the same or similarly registered address as your business, depending on the severity of the breach/infringement, after thorough consideration by the CaseTrust Advisory Council.** This would happen should the business be found to have lapsed in any of the requirements, stipulated in this Information Kit, accreditation Criteria Checklist, Code of Practice and/or the Licence Agreement.

| Types of Sanction       | Occurrence  | Remarks   |
|-------------------------|---|---|
| 1 <sup>st</sup> Warning | (a) Failure to respond to our Letter of Investigation by the deadline stipulated within; or<br><br>(b) Any breach of CaseTrust requirements not related to false declaration on prepayment protection or regulatory requirement; or<br><br>(c) Warning issued by CASE Legal Department  | 1 <sup>st</sup> Warning to be valid for 2 years (i.e. to be carried forward to the new accreditation cycle)   |
| Final Warning           | (a) Failure to respond to our deadline set; or<br><br>(b) Any further/repeated breach of any CaseTrust requirements following 1 <sup>st</sup> Warning given; or<br><br>(c) Breach on prepayment protection (non-false declaration); or<br><br>(d) Making false declaration (i.e. Intentionally hiding or falsely declared any information in CaseTrust application or in the course of our query or investigation); or<br><br>(e) Warning issued by CASE Legal Department (With prior 1 <sup>st</sup> Warning by CaseTrust) | Final Warning to be valid for 2 years (i.e. to be carried forward to the new accreditation cycle)   |
| Suspension              | (a) Failure to respond to deadline set in Final Warning; or<br><br>(b) Any further/repeated breach of CaseTrust requirements not related to false declaration on prepayment protection or regulatory requirement; or<br><br>(c) Repeated breach on prepayment protection; or  | <ul style="list-style-type: none"> <li>• Where interim assessment is required, business has to complete and pass the assessment within 3 months from the date of the Suspension Notice (maximum 2 assessments allowed during this period). Failing which, it will be regarded as a failed assessment, which could result in Expulsion from CaseTrust with 1-year debarment.</li> <li>• For Suspension due to breach of regulatory requirement, Suspension will</li> </ul> |

|                                 |   |  |
|---------------------------------|---|--|
|                                 | <p>(d) Breach on prepayment protection (false declaration); or</p> <p>(e) Repeated breach by making false declaration; or</p> <p>(f) Breach of any relevant regulatory requirement; or</p> <p>(g) Warning issued by CASE Legal Department (With prior Final Warning by CaseTrust); or</p> <p>(h) Upon VCA invitation sent by CASE Legal Department</p>  | <p>be lifted only if business retrieved the License to operate.</p> <ul style="list-style-type: none"> <li>• Upon issuance of Warning by the CASE Legal Department, business would be suspended for 3 months from the date of the Suspension Notice. Should there be 1 or more CPFTA-related complaint(s) lodged with CASE within the Suspension period, the CaseTrust Advisory Council would deliberate if the business should be expelled and debarred accordingly. Otherwise, Suspension would be lifted after Suspension Notice lapsed.</li> <li>• Suspension to be lifted once VCA is signed.</li> <li>• Suspension would be valid for 2 years (i.e. to be carried forward to the new accreditation cycle)</li> </ul> |
| Expulsion with 1-year Debarment | <p>(a) When business fails the Interim Assessment for the 2<sup>nd</sup> time or fail to pass the Assessment by the deadline, due to the Suspension imposed; or</p> <p>(b) Any further/repeated breach of any CaseTrust requirement (which does not result in 2-year debarment) after Suspension has been lifted.</p>   | <ul style="list-style-type: none"> <li>• Debarment period would affect all outlets owned by the same owner(s)/legal entity*. Should there be multiple entities under the same brand name owned by the same owner(s)/legal entity, all of these to be affected too, regardless of whether they are accredited.</li> </ul> <p>*Debarment period would affect all owners of the various accredited entities, for businesses accredited under the Renovation Scheme in a group.</p>  |
| Expulsion with 2-year Debarment | <p>(a) Nil response to deadline set in the Suspension Notice; or</p> <p>(b) When business refused to rectify any of the established breach(es) and/or answer our query at any stage; or</p> <p>(c) Sudden outlet/business closure without notice given to CaseTrust; or</p> <p>(d) Breach of regulatory requirement (e.g. Revocation of License to operate); or</p> <p>(e) Should business refuse to sign the Voluntary Compliance Agreement (VCA) by the deadline set by CASE Legal Department; or</p> | <ul style="list-style-type: none"> <li>• (e) to (i) would be regarded as poor track record, so long as any of these occurrences remains.</li> <li>• Poor track record would affect all outlets owned by the same owner(s)/legal entity*. Should there be multiple entities under the same brand name owned by the same owner(s)/legal entity, all of these to be affected too, regardless of whether they are accredited.</li> </ul> <p>*Poor track record would affect all owners of the various accredited entities, for businesses accredited under the Renovation Scheme in a group.</p>   |



|  |  |  |
|--|--|--|
|  | <p>(f) Should business breach the VCA signed;<br/>or</p> <p>(g) Upon issuance of Consumer/ Company Alert by CASE Legal Department</p> <p>(h) Upon acceptance by Competition and Consumer Commission of Singapore (CCCS) of CASE’s referral for Injunction;<br/>or</p> <p>(i) Should business misuse its CaseTrust accreditation status or the CaseTrust logo knowingly (including but not limited to not making the necessary disclosure to any of its customers, who may choose to contract with any non-CaseTrusted business(es)/company(ies) owned by the same owner(s) and occupying the same registered address or premises).</p> |  |
|--|--|--|

# Application Form

CaseTrust Accreditation Scheme for Renovation Businesses



## Instructions

- **You can submit your application online via our website [www.casetrust.org.sg](http://www.casetrust.org.sg) or simply by clicking [here](#).** Please refer to this form to prepare the information required.
- Where not applicable, please fill in the blanks as NA.
- Please use one form per applying business entity.
- Incomplete submission may delay the processing of application.
- ^ Please delete where appropriate.

## Particulars of your Business Entity

Name of Business:

Address (mailing):

Tel:

Mobile Phone :

Website: URL of Website and/or Social Media Account(s):

Email:

ACRA Registration no.:

Date of Registration:

Has your business or any of your Directors/Partners/Owners ever been rejected, suspended or removed from any accreditation scheme, including but not limited to this Scheme? **^ YES / NO**  
Please provide details (attach additional sheets if necessary):

Has your business or any of your Directors/Partners/Owners ever been convicted of any criminal offence or infringed any regulatory requirements? **^ YES / NO**  
Please provide details (attach additional sheets if necessary):

**Is there any other business(es)/entity(ies) operating, controlled, or owned by any of your business' directors, partners, owners that is registered and/or operating from the same or similarly registered address as your business, which is not applying for CaseTrust accreditation?**  
**^ YES / NO**

**If yes, please provide details using page 20 (attach additional sheets if necessary)**

**If no, please submit original signed copy of declaration using page 22**

## If Consultant is Appointed

Name of Consultancy Business:

Name of consultant(s):

Tel:

Email:

Mobile Phone:

## Contact Particulars

Name of Director/Owner: ^Dr/Mr/Mrs/Mdm/Ms

Designation of Director/Owner:

Name of Contact Person for CaseTrust: ^Dr/Mr/Mrs/Mdm/Ms

Designation of Contact Person for CaseTrust:

Tel:

Email:

Mobile Phone:

## Size of Business

Small – Sales Turnover less than S\$1M

Medium – Sales Turnover between S\$1M to S\$15M

Large – Sales Turnover more than S\$15M

## Application(s) by Other Business Entity(ies) Operating at the Same Address

For new or renewing applicant, **number of such application(s)**:

Note: All applications are to be submitted together

## If Business is a subsidiary of a Holding Company

Name of Holding Company:

Address:

Tel:

Tel (alternative)/Mobile Phone:

Email:

URL of **Website** and/or Social Media Account(s):

## Declaration

I / We declare that:

- All the information given is accurate and truthful.
- I have read and understood the Information & Application Kit and agree to the Terms and Conditions.

Signature of Director(s)/Owner(s):

Name of Director(s)/Owner(s):

Designation:

Date:

**Particulars of other business(es)/entity(ies) not applying for CaseTrust and that is/are registered and/or operating from the same or similarly registered address**

Total number of such entity(ies):

Entity's Name:

**Email** Address:

Tel:

URL of Website and/or Social Media Account(s):

Entity's Name:

**Email** Address:

Tel:

URL of Website and/or Social Media Account(s):

Entity's Name:

**Email** Address:

Tel:

URL of Website and/or Social Media Account(s):

Please duplicate this page if there are more than 3 other business(es)/entity(ies).

### Particulars of the Other Outlet(s) Operating at Other Address(es)

Total number of outlets:

Outlet Name:

Address:

Tel:

Email Address:

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

**Email Address:**

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

**Email Address:**

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

**Email Address:**

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

**Email Address:**

Number of staff:

Size of Outlet (sq m):

Please make copies if business have more than 5 outlets.

Consumers Association of Singapore (“CASE”), CaseTrust Department  
170 Ghim Moh Road #05-01  
Ulu Pandan Community Building  
Singapore 279621

Dear Sir/Madam,

**DECLARATION AND UNDERTAKING BY BUSINESS PERTAINING TO OTHER BUSINESS(ES)/ENTITY(IES) OPERATING, CONTROLLED OR OWNED BY ANY OF THE BUSINESS’ DIRECTORS, PARTNERS AND/OR OWNERS**

1. We, the undersigned, refer to our CaseTrust’s accreditation.
2. We hereby unconditionally warrant, represent and declare to CASE that there are no other business(es)/entity(ies) operating, controlled, or owned by any of our business’s directors, partners and/or owners operating from the same registered address as our business, which have not been declared in our application(s).
3. We undertake to obtain the prior written approval from CASE before registering or operating any other business(es)/entity(ies) from our business’s registered address and to comply with all requirement(s) and condition(s) as may be imposed by CASE for the purposes of the approval.
4. We acknowledge that if we make any false statements herein in support of our application, CASE may in its sole and absolute discretion terminate the licence agreement and withdraw the CaseTrust quality mark.
5. In consideration of CASE acting on reliance of our representations, declarations and undertaking above, we hereby undertake to bind our assigns, successors, heirs, personal representative and/or executors to indemnify (including legal cost on a full indemnity basis) and to hold CASE harmless from any and all claims, loss, damage, costs, charges and/or expenses suffered and/or incurred by CASE as a result this declaration and all CASE’ actions in accordance hereof, including the termination of our licence agreement, the withdrawal of the CaseTrust quality mark(s) and the withdrawal of any regulatory licence(s) (if applicable).

**Signature:** \_\_\_\_\_

**Name of Organisation Head:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Entity’s name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## CaseTrust Application Submission Checklist

- CaseTrust Application via [Online Submission](#)
- [Business Profile from ACRA](#) (within one (1) week of CaseTrust application)
- Application Fee of \$327.00 can be made by PayNow to '**Consumers Association of Singapore**'.

### **PayNow Instructions**

1. PayNow is to be made to UEN: S71SS0016L, Consumers Association of Singapore
  2. Within the field, <Transfer Details> please indicate your business name
  3. Send a screen shot of the successful payment page to this email [casetrust@case.org.sg](mailto:casetrust@case.org.sg)
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Thank you for your interest in CaseTrust.

You are a step closer to be recognised as a reliable company that consumers can count on.

We look forward to having you on board.