



# **CaseTrust-SVTA Accreditation Scheme**

## **Information and Application Kit – Motoring Businesses**

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## **Chapter 1 – Background**

### **1.1 Why CaseTrust-SVTA Accreditation for Motoring Businesses?**

1. The Consumers Association of Singapore (CASE) and Singapore Vehicle Traders Association (SVTA) have developed a joint CaseTrust Accreditation Scheme for the motoring industry. Building upon the present CaseTrust requirements which promote fair-trading and good business practices, this CaseTrust-SVTA scheme has incorporated new criteria unique to the car trade to raise the professionalism of dealers.

2. With the introduction of this scheme, consumers can easily identify reliable car dealers simply by checking whether the company displays the CaseTrust logo. As vehicle purchases are big-ticket items to consumers, CASE hopes to offer better consumer protection by getting these companies to adopt the CaseTrust standards.

### **1.2 What is CaseTrust-SVTA Accreditation for Motoring Businesses?**

3. In January 2008, work on the new accreditation scheme started. From the complaints gathered from consumers who have had trouble with car dealers, CASE was able to identify the most common errant practices that vehicle dealers have used against consumers. This accreditation scheme was designed in a bid to differentiate the trustworthy vehicle dealers who offer transparency and good business practices in their dealings with consumers.

4. Model agreements were designed to be used by accredited vehicle dealers to add greater transparency to the process of purchasing a motor vehicle. These 3 contracts would clearly spell out the liabilities of each party, as well as the terms and conditions with regards to the purchase of a motor vehicle.

5. The Motor Industries Dispute Resolution Centre (MIDReC) has also been setup to handle mediation and adjudication for complaints against accredited motoring businesses. Accredited motoring businesses would be contractually bound to mediation and adjudication as decided by MIDReC.

### **1.3 What can consumers expect from a CaseTrust-SVTA accredited business?**

6. A motoring business that achieves CaseTrust-SVTA accreditation is certified as a business that possesses the foundation for good sales practices and standards. The business will have the following mechanisms in place:

#### **Clear Fee Policies**

- Clearly articulated and documented policies on fees and fee refund. These must be fully disclosed to their customers and adhered to according to the terms and conditions of the contract between the business and consumers.

**Well-Defined Business Practices and Systems**

- A redress system with proper and clearly defined dispute resolution mechanisms for the business and consumers. This will include mediation by the Motor Industry Dispute Resolution Centre (MIDReC), CASE Mediation Centre, and recourse to the Small Claims Tribunals and the Courts, if necessary.
- An insurance bond capped at S\$50,000 to protect the customer's fees and deposits paid in the event of an unresolved dispute.

**Well-Trained Personnel**

- The business must ensure that it has trained sales staff who do not practice unethical sales tactics and are able to provide good customer service.

## **Chapter 2 – Motor Industries Dispute Resolution Centre (MIDReC)**

### **2.1 What is MIDReC?**

7. The Motor Industries Dispute Resolution Centre or MIDReC in short is an independent and impartial institution specializing in the resolution of disputes between motoring businesses and consumers.

8. Consumers who have an unresolved dispute with an accredited motoring business can lodge their claim/dispute with MIDReC.

### **2.2 What is MIDReC's Dispute Resolution Process?**

9. The dispute resolution process of MIDReC comprises of Mediation (1<sup>st</sup> Stage) and Adjudication (2<sup>nd</sup> Stage).

#### Mediation (1<sup>st</sup> Stage)

When a complaint is first received, it would be handled by MIDReC's Case Manager. The complainant and the accredited business are encouraged to resolve the claim/dispute in an amicable and fair manner. In appropriate cases, the Case Manger mediates the dispute between parties.

#### Adjudication (2<sup>nd</sup> Stage)

Where the dispute is not settled by mediation, the case is heard and adjudicated by a MIDReC Adjudicator or a Panel of Adjudicators. Accredited businesses are contractually bound to honour the decisions made by MIDReC.

### Chapter 3 – Insurance Bond

#### 3.1 What is the insurance bond for?

10. All accredited motoring businesses will be required to purchase an insurance bond in the amount of \$50,000. The insurance bond is one of the many ways that an accredited motoring business takes to show its commitment to their customers.

11. In the event a consumer has an unresolved dispute with an accredited motoring business the matter can be referred to MIDReC where an adjudicator or panel of adjudicators will decide on the facts and merits of each case. If the decision is made in favour of the consumer, a payout will be made from this insurance bond.

12. You can contact SVTA and/or the following insurance providers directly to find out how to purchase the insurance bond:

NTUC Income Insurance Co-operative Limited  
Income Centre, 75 Bras Basah Road  
Singapore 189557  
Tel: 6788 1777  
Email: [csquery@income.com.sg](mailto:csquery@income.com.sg)

Sompo Insurance Singapore Pte Ltd  
50 Raffles Place, #03-03 Singapore Land Tower  
Singapore 048623  
Tel: 6461 6555  
Email: [emailus@sompo.com.sg](mailto:emailus@sompo.com.sg)

## Chapter 4 – Standard Contracts

### 4.1 What are the Standard Contracts?

12. There are a total of four standard contract templates to be used by accredited motoring businesses:

- (a) **Agreement for Sale of Used Vehicles**  
This agreement lists the terms and conditions for consumers to purchase a used vehicle from the motoring business.
- (b) **Agreement for Sale of New Vehicles**  
This agreement lists the terms and conditions for consumers to purchase a new vehicle from the motoring business.
- (c) **Certificate of Entitlement (COE) Bidding Agreement**  
This agreement lists the terms and conditions for the motoring business to secure a COE on the behalf of the consumer.
- (d) **Application for Hire Purchase Financing**  
This application form lists the details of the consumers to be provided to apply for hire purchase financing.

**Chapter 5 - Accreditation Criteria (Summary)**

**A. POLICIES**

Area	Criteria
<b>Goods &amp; Services</b>	A1. My business policy 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.
<b>Terms &amp; Conditions of Sales</b>	A2. My business ensures the customer signs the CaseTrust-SVTA Standard Contracts which clearly stipulate the policies and terms and conditions of sale.
<b>Terms &amp; Conditions of Sales</b>	A3. My business ensures that critical information are not left blank when customer signs the Application for Hire Purchase Financing
<b>Terms &amp; Conditions of Sales</b>	A4. My business provides the customer with a copy of the signed CaseTrust-SVTA Standard Contracts.
<b>Terms &amp; Conditions of Sales</b>	A5. My business has a cancellation policy which clearly stipulates the time frame and conditions for any cancellations.
<b>Terms &amp; Conditions of Sales</b>	A6. My business has a refund policy which clearly stipulates the time frame and conditions for any refunds.
<b>Terms &amp; Conditions of Sales</b>	A7. My business has an amendment policy which clearly stipulates the time frame and conditions for any amendments.
<b>Terms &amp; Conditions of Sales</b>	A8. My business has an exchange policy which clearly stipulates the time frame and conditions for any exchanges.



Area	Criteria
<b>Terms &amp; Conditions of Sales</b>	A9. My business clearly states the terms and conditions for any deposits paid should the transaction be cancelled.
	A10. My business has a policy of informing customers when COE bidding will be done.
	A11. My business has an insurance policy covering misdeeds and/or mishaps in the form of an insurance bond or deposit of \$50,000.
	A12. My business clearly states the terms and conditions applicable to the redemption of any sales vouchers.
	A13. My business has a policy that ensures the vehicle is of the model and colour the customer agreed to buy.
	A14. My business has a policy to deliver the vehicle no later than 30 days for used vehicles and no later than 90 days for new vehicles from date of successful bidding of COE.
	A15. If the vehicle is unavailable by the deadline, my business has a policy to provide compensation in the form of _____ (eg. rental car, cash rebate, etc.)
<b>Pricing &amp; Payment</b>	A16. My business has a policy committing to clearly displaying discounted prices.

Area	Criteria
<b>Pricing &amp; Payment</b>	A17. My business clearly states the payment methods and channels available to customers.
	A18. My business clearly states all the different sets of prices which may include financing arranged or insurance arranged by dealers or both, as compared to no such arrangements or differing arrangements.
	A19. My business is committed to avoid over or under-charging and to ensure correct change is given.
	A20. My business clearly states any additional charges for extra services such as accessories, repairs, and express delivery.
<b>Security</b>	A21. My business is committed to maintaining the confidentiality of customer data.
	A22. Should my business require to release the customer's data, we will make this known to the customer and obtain his/her consent before releasing the information.

**B. COMMUNICATION**

Area	Criteria
<p style="text-align: center;"><b>External Communication</b></p>	<p>B1. My business provides effective mode(s) of communication for customers.</p>
	<p>B2. My business has a system on place to inform CASE in writing of any change in the ownership of the company, change of address / contact details, additions of outlets, etc.</p>
<p style="text-align: center;"><b>Advertising and Promotion</b></p>	<p>B3. <b><u>Accuracy of Information</u></b> My business' merchandise/ services are accurately described and portrayed by the company in all marketing communications.</p>
	<p>B4. <b><u>Adequacy of Information</u></b> Marketing communications include sufficient details on prices, quality, availability and terms of sales or business.</p>
	<p>B5. My business sells what we advertise and promote.</p>
	<p>B6. My business will state the description and value of promotional item(s) and free gift(s) in all marketing communications.</p>
	<p>B7. My business maintains a sufficient level of stocks for all promotional item(s) and free gift(s).</p>
	<p>B8. My business will deliver a previously promised promotional item(s) and free gift(s) with another of equal value or return the stated amount in cash should the item be unavailable after a period of 14 calendar days from the date of delivery of vehicle (eg. MP3 player, Car Accessories, etc.).</p>

Area	Criteria
<b>Advertising and Promotion</b>	B9. My business clearly states the period for which promotions are valid.
	B10. My business clearly spells out details of the mechanism for any lucky draw or competition promotions.
	B11. My business makes available to both customers and the public the details of the insurance policy covering misdeeds and/or mishaps in the form of an insurance bond or deposit of \$50,000.

**C. PRACTICES & SYSTEMS**

Area	Criteria
<b>Terms and Conditions of Standard Contracts</b>	C1. My business provides customers with a signed copy of the CaseTrust-SVTA Standard Contract.
<b>Retailing</b>	<p>C2. <u>Deposit/ Reservations</u></p> <p>a. My business provides customers with receipts to acknowledge payment of deposits or reservation charges.</p> <p>b. Receipts for deposits and reservations have full detailed information.</p> <hr/> <p>C3. <u>Proof of Purchase</u></p> <p>c. My business issues receipt to customer with details of the purchases and/or the services provided.</p> <p>d. The receipt reflects relevant detailed information.</p> <hr/> <p>C4. <u>Exchange and Refund</u></p> <p>My business honours our exchange and refund policies promptly within the stipulated time frame and conditions.</p> <hr/> <p>C5. <u>Delivery &amp; Collection</u></p> <p>a. My business provides delivery forms.</p> <p>b. Delivery forms show full detailed information. My business gets customer’s signature acknowledging receipt of vehicle. A copy of the delivery form is given to the customer.</p> <p>e. My business keeps customer updated on the delivery status of their vehicle.</p>
<b>Feedback Management</b>	C6. My business has a system to document complaint cases and has a complaints resolution procedure.

Area	Criteria
<b>Feedback Management</b>	C7. My business informs complainants of the status of the complaint investigation.
	C8. My business resolves complaints within a maximum of 7 days upon receipt of complaint.
	C9. My business informs customers of alternative forms of redress should the company be unable to resolve the complaint within the time frame, Eg. CASE Mediation Centre.
<b>Security</b>	C10. My business uses customer’s particulars strictly for the purpose of completing sales transactions or for other legitimate purposes made known to the customer.
	C11. When my business wishes to use customers’ particulars for purposes other than internal marketing and billing, we make this known to the customer before obtaining their particulars and obtain the consent of the customer.
	C12. My business has a system to keep all customers’ particulars confidential.
<b>Goods and Services</b>	C13. My business has a system for ensuring the quality of products and services offered for sale.

**D. PERSONNEL**

<b>Area</b>	<b>Criteria</b>
<b>Performance</b>	D1. Customer support and service staffs do not practice any unethical sales tactics.
<b>Knowledge</b>	D2. Staff working for the company should be able to provide accurate, timely and comprehensive product and service information to customers and to perform service to the expected levels.

## Chapter 6 – Application and Assessment Procedures

### 6.1 Application Procedure

#### Application to CaseTrust

- Latest Business Profile from ACRA (within 1 week of CaseTrust application)
- Completed application form
- Application fee via PayNow to "Consumers Association of Singapore"

*\* Note: Applicant needs to be a member of the Singapore Vehicle Traders Association to be eligible to apply for the scheme.*



#### Receive CaseTrust Notification of Acceptance/Rejection

##### Successful Applicant will receive:

- CaseTrust-SVTA Standard Motoring Contracts
- Criteria Checklist

*\* Note: Applicant needs to implement the Standard Motoring Contracts and no variations can be made.*



#### Submission of assessment items

- Assessment documents in accordance to criteria checklist to be submitted by email to "casetrust@case.org.sg"
- Full Assessment fee via PayNow to "Consumers Association of Singapore"
- Completed criteria checklist

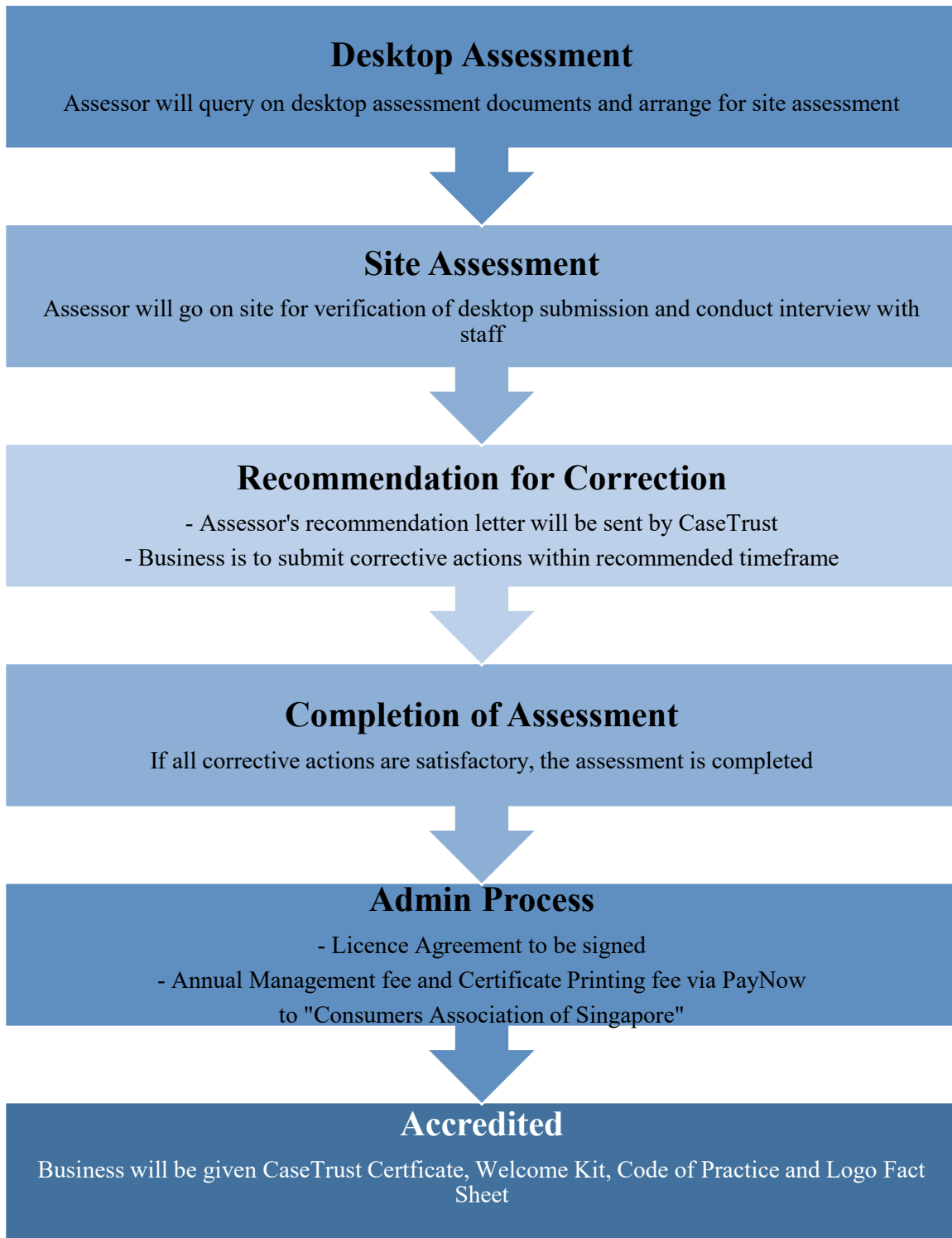


#### Assessment Stage

*Note: The accreditation process will take approximately 2-3 months with complete documentation submitted.*



## 6.2 Assessment Procedure



### 6.3 Fee Structure

#### MOTORING BUSINESSES

Type of Fee	CaseTrust Fee Structure for Motoring Businesses (Inclusive of GST)		
	Small Business: Sales Turnover less than \$300M	Medium Business: Sales Turnover more than \$300M But less than \$500M	Large Business: Sales Turnover more than \$500M
Application Fee	\$218	\$218	\$218
Full Assessment (1 <sup>st</sup> Year)	\$741.20	\$1,853	\$2,725
Interim Assessment (3 <sup>rd</sup> Year)	\$370.60	\$926.50	\$1,362.50
Annual Management Fee	\$654	\$1,308	\$2,180

#### 6.4 Fees Illustration for Motoring Businesses

Type of Fee	Payable to	Year 1	Year 2	Year 3	Year 4
Application fee	CASE	\$218	-	-	-
Entrance Fee	MIDReC	\$500	-	-	-
Assessment Fee					
• Full	CASE	\$741.20	-	-	-
• Interim		-	-	\$370.60	-
Annual Management Fee					
• CaseTrust	CASE	\$654	\$654	\$654	\$654
• MIDReC	MIDREC	\$600	\$600	\$600	\$600
Insurance Bond	Sompo	\$280	To be advised <sup>+</sup>	To be advised <sup>+</sup>	To be advised <sup>+</sup>
<b>Total Accreditation Cost</b>		<b>\$2,993.20</b>	<b>\$1,254</b>	<b>\$1,624.60</b>	<b>\$1,254</b>

Illustration 1: Cost breakdown for companies classified as a small business over 4 Years

<sup>+</sup> Rate will depend on whether or not a claim has been made on the insurance bond.

## Chapter 7 – Application Terms and Conditions

### 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. Fees are subject to change, depending on economic situation and discretion of the CaseTrust Department.
3. The applicant (or subsequently accredited business) 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 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.
4. Companies with different ACRA numbers are considered separate entities, even if they are under the same holding company. Separate applications will be required.
5. An Application must be accompanied by a duly completed Application Form as prescribed, together with any supporting documents required.
6. Application and Full Assessment fees are to be paid in advance.
7. The Application Fees herein will not be refunded if the Applicant fails to qualify for Assessment for any reasons whatever. The Assessment Fees would however be refunded in the event of an outright disqualification.

## Assessment

8.
  - a) The Applicant must pass all assessments to be or remain accredited.
  - b) The CaseTrust Department reserves the right to perform more than one interim assessment during the 4-year period.
  - c) If the Applicant does not pass the assessment under 8a) and 8b), it must pay a re-assessment fee equivalent to the full assessment fee.
9. Assessment Fees are strictly non-refundable if Applicant fails the assessment.
10. The application will be considered **NULL & VOID** if:
  - a. Documents for assessment are not submitted within **6 months** from date of application.
  - b. The Applicant failed to obtain CaseTrust within the period of **1 year** from the date of application.
11. If an Applicant fails the prescribed Assessment conducted, the Applicant may be given a further opportunity to qualify to be accepted under the scheme and such would be decided by the Assessor or Assessors assigned and, for so long as the Applicant does not exceed 2 further Assessments. All Assessment Fees, if any, must be paid by the Applicant.
12. 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.
13. Applicants who pass the desktop assessment but subsequently fail the site assessment are deemed to have failed the assessment.
14. The Applicant may ask for a review of the Assessment with reasons. The Applicant's request will be considered by the Head of Department, and if appropriate, forwarded to the CaseTrust Department. Such review will be allowed at the discretion of the CaseTrust Department and will be final.
15. Where there is a need for the Applicant to engage a consultancy firm, the Applicant will liaise directly with such consultant(s) and the appropriate fees paid to the consultancy firm for their services. Such consultants and consultancy firms are independent third parties and are not endorsed by either CASE or the CaseTrust department. CASE and the CaseTrust department will under no circumstance be liable for any advice rendered by such consultancy firms.
16. In the event the CaseTrust Applicant withdraws their application:
  - a. Assessment Fees are refundable if withdrawal request is made within 14 days after the submission of your application.
  - b. If withdrawal request is made at least 4 days **before** commencement of Site Assessment, 50% of the Assessment Fees will be refundable.

- c. Assessment Fees are strictly non-refundable if withdrawal request is made within the 4 days before Site Assessment.
  - d. If the Applicant fails the desktop assessment and decides to withdraw at that stage, 50% of the Assessment Fees will be refundable.
- 17. The annual management fee is payable only after the Applicant clears the assessment process.
  - 18. The Assessment Fees would be refunded in the event of an outright disqualification during the initial application stage.

### **Membership Details**

- 19. Applicant must go through the full assessment first, and the interim assessment after 2 years.
- 20. Accreditation will be for a period of 4 years, renewable every year, subject to payment of the Annual Management Fee, passing all Assessments, satisfying all Investigation or queries by CaseTrust (this including feedback from the public i.e. complaints, if any), and any other requirement(s) put forth by CaseTrust at any point in time.
- 21. Accredited companies that make changes to its company ownership after obtaining accreditation will be subjected to Interim Assessment and have to furnish CASE with a Deed of Assignment. This assessment shall be independent of other assessments that the accredited business is scheduled to undertake.

### **Standards**

- 22. Accredited 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 accredited business must be so bound by such.
- 23. Accredited 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.
- 24. Upon successful accreditation, the business is required to display its policies clearly in its premises or such policies must be easily accessible to Consumers. Web-based retailers are required to publish their web policies on their websites.
- 25. The accredited business must have a proper dispute resolution mechanism or system in place, which is transparent and made known to Consumers.

26. In order to uphold the standards, which may be updated from time to time by CaseTrust, all accredited businesses shall adhere to the Code of Practice and abide by penalties imposed upon breach/infringement of the Code of Practice.

### **Condition Precedent**

27. Accredited businesses should allow CaseTrust representatives into their premises for auditing and/or investigation purposes, whether notified or not. If a fee is required or any expense incurred for such audit/investigation, such a fee or expense shall be reimbursed by the business to CASE.

### **Audit/Investigation**

28. In the event of a breach of the CaseTrust requirements stipulated within this Information Kit, the Criteria Checklist, the License Agreement and/or the CaseTrust Code of Practice, CaseTrust may impose sanctions by way of Warning, Suspension, Expulsion and/or Debarment from CaseTrust.
29. All Suspension, Expulsion and Debarment cases would be considered and approved by the CaseTrust Advisory Council.
30. Accredited business Suspended of its CaseTrust status would be required to pay for the Interim Assessment fee, undergo and pass the Interim Assessment. Under this circumstance, the business would be given up to 2 chances to pass the Interim Assessment, within 3 months from the date of the Notice of Suspension.
31. Should the accredited business be sanctioned of its CaseTrust status by Warning or Suspension, the sanction would be valid for 2 years from the date of the imposition. The validity of the sanction would be carried forward to the renewed accreditation cycle, and should there be any breach of the CaseTrust requirements again, further or more sanctions may be imposed.

### **Termination**

32. Upon termination of the CaseTrust Accreditation, all CaseTrust related Materials including the CaseTrust Decal must be returned to the CASE office within 7 days, and such Materials and such Decal should not be used in any manner whatsoever by the accredited businesses before its return.
33. The CaseTrust Department reserves the right to suspend and/or revoke the accreditation status should the business fail to adhere to any of the CaseTrust requirements stipulated within this Information Kit, the Criteria Checklist, the License Agreement and/or the CaseTrust Code of Practice, or for whatever reasons, as the CaseTrust Department deems fit.

**Sanction Framework**

- 34. The CaseTrust Accreditation Scheme is a stringent scheme, where only businesses who have passed our rigorous assessments and remained committed to meet all of our requirements consistently would remain accredited.
- 35. To manage the quality and brand value of the CaseTrust Mark, sanction(s) may be imposed after thorough consideration by the CaseTrust Advisory Council. This would happen should the business be found to have lapse in any of our requirements, stipulated in this Information Kit, our Criteria Checklist, Code of Practice and/or the License Agreement.

Types of Sanction	Occurrence	Remarks
1 <sup>st</sup> Warning	<ul style="list-style-type: none"> <li>(a) Failure to respond to our Letter of Investigation by the deadline stipulated within; or</li> <li>(b) Any breach of CaseTrust requirements not related to false declaration on prepayment protection or regulatory requirement; or</li> <li>(c) Warning issued by CASE Legal Department</li> </ul>	1 <sup>st</sup> Warning to be valid for 2 years (i.e. to be carried forward to the new accreditation cycle)
Final Warning	<ul style="list-style-type: none"> <li>(a) Failure to respond to our deadline set; or</li> <li>(b) Any further/repeated breach of any CaseTrust requirements following 1<sup>st</sup> Warning given; or</li> <li>(c) Breach on prepayment protection (non-false declaration); or</li> <li>(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</li> <li>(e) Warning issued by CASE Legal Department (With prior 1<sup>st</sup> Warning by CaseTrust)</li> </ul>	Final Warning to be valid for 2 years (i.e. to be carried forward to the new accreditation cycle)

<p>Suspension</p>	<p>(a) Failure to respond to deadline set in Final Warning; or</p> <p>(b) Any further/repeated breach of CaseTrust requirements not related to false declaration on prepayment protection or regulatory requirement; or</p> <p>(c) Repeated breach on prepayment protection; or</p> <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>	<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 be lifted only if business retrieved the License to operate</li> <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>
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<p>Expulsion with 1-year Debarment</p>	<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>Expulsion with 2-year Debarment</p>	<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> <p>(f) Should business breach the VCA signed; 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</p>	<ul style="list-style-type: none"> <li>• (e) to (h) 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>



## CaseTrust-SVTA Accreditation Scheme Application Form – Motoring Businesses

<b>Instructions:</b>	
<ol style="list-style-type: none"> <li>1. Only members of the Singapore Vehicle Traders Association (SVTA) may apply.</li> <li>2. Please type or write clearly using black or blue ink for all forms.</li> <li>3. Where not applicable, fill in the blanks using <b>NA</b> or <b>NIL</b>. Please note that <b>blank answers are not acceptable</b>, and may result in delay in processing of your application.</li> <li>4. Attach separate sheets if the space provided is insufficient.</li> </ol>	
<b>Particulars of Your Business</b>	
Name of Business:	
Address:	
Tel:	Fax:
Website:	Email:
Registration of Company Business (RCB) no.:	
License No. (if applicable):	
Date of Registration (dd/mm/yyyy):	
Are you a Singapore Vehicles Traders' Association (SVTA) member: <b>YES / NO</b> Please provide details (attach additional sheets if necessary):	
Have you or your Directors/Partners/Owners ever been rejected, suspended or removed from any accreditation scheme, including but not limited to this Scheme? <b>YES / NO</b> Please provide details (attach additional sheets if necessary):	
Have you or your Directors/Partners/Owners ever been convicted of any criminal offence or infringed any regulatory requirements? <b>YES / NO</b> Please provide details (attach additional sheets if necessary):	
<b>If engaged consultant for CaseTrust assessment:</b>	
Name of Consultancy Business:	
Name of consultant(s):	
Tel:	Email:

<b>Contact Particulars</b>	
Name & Title of Director/Owner: *Dr/Mr/Mrs/Mdm/Ms	
Name & Title of Contact Person for CaseTrust: *Dr/Mr/Mrs/Mdm/Ms	
Tel:	Fax:
Email:	

<b>Size of Business</b>	
<input type="checkbox"/> Small –Sales Turnover less than S\$300M <input type="checkbox"/> Medium – Sales Turnover more than S\$300M but less than S\$500M <input type="checkbox"/> Large – Sales Turnover more than S\$500M	
<b>Nature of Business</b>	
<input checked="" type="checkbox"/> Motor Vehicle	
<b>If Business has a chain of outlets</b>	
Number of outlets:	
Total no. of staff:	No. of Retail staff:
<b>If Business is a subsidiary of Holding Company</b>	
Name of Holding Company:	
Address:	
Tel:	Fax:
Email:	

**Declaration**

I / We declare that:

1. All the information given is accurate and truthful.
2. The application terms and conditions have been fully read and understood.

Director/Owner Signature: \_\_\_\_\_

Director/Owner Name / Title: \_\_\_\_\_

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

## Details of Outlets (if applicable)

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Outlet Name:	
Address:	
Tel:	Fax:
No. of Staff:	Size of Outlet (sq m):

Please make copies if you have more than 5 outlets.

## CaseTrust Application Submission Checklist

- CaseTrust [Online Submission](#)
- [Business Profile from ACRA](#) (within one (1) week of CaseTrust application)
- Application Fee \$218 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 via this email [casetrust@case.org.sg](mailto:casetrust@case.org.sg)

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Send applications to:

**CaseTrust Department**  
**Consumers Association of Singapore**  
170 Ghim Moh Road  
#05-01 Ulu Pandan Community Building  
Singapore 279621

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Thank you for your interest in the 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.