

YOUR KEY TO *CAR-SHARING*

BY THE CONSUMERS ASSOCIATION OF SINGAPORE

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President's Message



Dear Consumers,

Car-sharing has become an increasingly popular way for consumers to get around Singapore. It offers convenience and flexibility, but like any service, it also comes with responsibilities for both consumers and businesses.

At CASE, we believe consumers should be able to use Car-Sharing services with confidence. The CaseTrust Accreditation Scheme for Car-Sharing Businesses recognises Car-Sharing operators that meet higher standards of transparency, service quality and consumer protection, giving consumers greater assurance when choosing a service provider.

This guidebook is designed to help consumers better understand how car-sharing works, what to look out for before, during and after each booking, and how to avoid common issues. By making informed decisions and practising responsible Car-Sharing habits, consumers can better protect themselves while contributing to a safer and more trusted Car-Sharing environment.

I would also like to thank our accredited Car-Sharing operators for their commitment to raising industry standards and strengthening consumer confidence.

I hope you will find this guidebook useful and refer to it whenever you use a Car-Sharing service.

Melvin Yong
President
Consumers Association of Singapore (CASE)

Your Car-Sharing Checklist

1. BEFORE DRIVING (PRE-USE CHECKS) – CHECK BEFORE USE

- [ ] Confirm booking details
- [ ] Only authorised licensed drivers stated in the booking may operate the vehicle
- [ ] Take photos of all sides of the vehicle and report any damage before driving off, particularly damage that appears significant or may affect safe operation of the vehicle
- [ ] Check the tyres for any damage or deflation
- [ ] Adjust mirrors and seat
- [ ] Check the lights and brakes to make sure they are in good working condition
- [ ] Ensure fuel / charge level is sufficient in accordance with the car-sharing operator's specifications

2. DURING DRIVING (SAFE-USE PRACTICES) – ACT RESPONSIBLY

- [ ] Pay attention to any warning lights or unusual noises during your drive, and if detected, stop the vehicle in a safe location and report the issue immediately to the car-sharing operator
- [ ] Keep the vehicle clean. Do not smoke, bring odorous items or pets inside if they are not permitted by the car-sharing operator
- [ ] Report any accidents. All accidents must be reported within 24 hours or by the next working day
- [ ] Adhere to traffic regulations and drive safely

3. AFTER DRIVING (POST-USE CHECKS) – RETURN PROPERLY

- [ ] Return the car in its original condition to its designated parking spot
- [ ] Check its condition, take photos of the car, and report any damage to the car-sharing operator
- [ ] Ensure fuel / charge level is sufficient in accordance with the car-sharing operator's specifications
- [ ] Complete shutdown procedures: Switch off the engine, lights and electronics
- [ ] Ensure no personal belongings are left behind
- [ ] Lock the vehicle properly / end booking

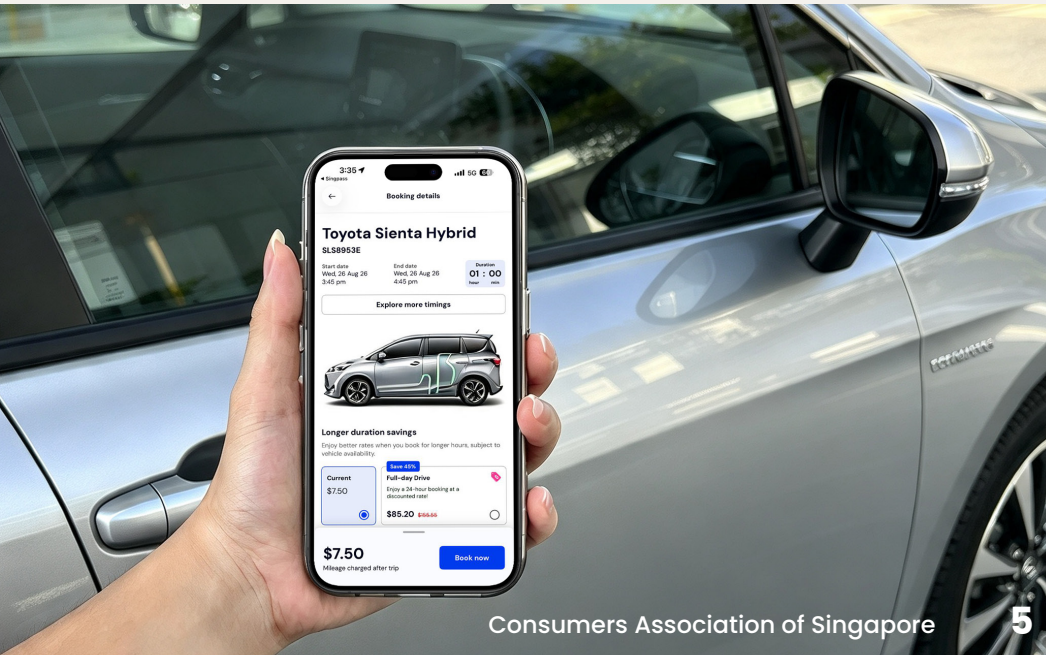
Introduction

The CaseTrust Accreditation Scheme for Car-Sharing aims to build a safe space for both consumers and businesses, enhance consumer trust and offer adequate protection. In order to create a reliable, transparent and sustainable car sharing environment, consumers must act responsibly, and businesses must uphold fair practices.

What is Car-Sharing + Accreditation

Car-Sharing is a transport service that allows users to rent a car for short periods of time, from as little as a few minutes to a few hours or days, without owning a vehicle. Users typically book via a mobile application, unlock the vehicle digitally, and pay only for the time or distance used.

Car-Sharing is a more flexible and sustainable option for users who wish to drive but do not see the need to own a car.



Types of Car-Sharing Services in Singapore

1. Free-Floating (One-Way)

- Users can pick up a car at one location and return it at another designated area within a service zone
- More flexible and spontaneous
- Often used for short trips

2. Station-Based (Round-Trip)

- Users pick up and return the car at the same designated parking location
- Booking is for a fixed duration
- Best for planned trips (e.g. grocery runs, weekend outings)

CaseTrust Be Sure

How does CaseTrust accreditation help?

Accredited Car-sharing operators under this scheme met the following 3 key requirements.



1. Vehicle Quality & Cleanliness Standards

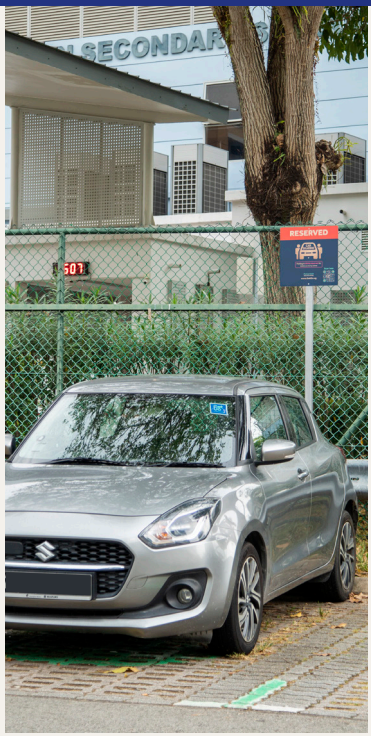
- Mandatory maintenance every 10,000 km or 6 months (whichever comes first), or as recommended by manufacturers / dealers.
- Semi-annual tyre inspections conducted by qualified technicians or when inspections indicate the need.
- Weekly cleaning protocols where operationally permissible, to ensure vehicles are free from litter and odours.
- Verifiable maintenance records such as in-vehicle service labels.

2. Fair Terms & Transparent Pricing

- Clear disclosure of all customer liabilities, including consequences for late returns and damage responsibilities. This involves offering collision damage waivers and reasonable grace periods for delays.
- Complete transparency regarding deposit requirements and membership fee structures (if any). Customers must have opt-out options for automatic renewals, and no fees should be charged during account suspension periods.
- All pricing information including hourly rates, mileage charges, cancellation fees, and surcharges must be prominently displayed.
- Detailed, itemised explanations of all repair costs and claim fees must be provided.

3. Service Availability & Accountability

- Operators must maintain adequate fleet capacity to honour promotional offers and advertised availability.
- All rental receipts must include essential information: business name, transaction date, vehicle registration number, itemised fees, and GST details.
- General customer disputes must be addressed within 21 working days, excluding cases involving police investigations or insurance claims.





Car-Sharing Guidelines:

Follow CARe, a simple way to stay responsible

Your role as a user

Car-Sharing works best when everyone plays their part. As a shared community resource, responsible use helps reduce disputes, maintain vehicle quality, and ensure a better experience for all users.



C – Check before use

- Only authorised licensed drivers can operate the vehicle
- Take photos of all sides of the car
- Report any damage before driving off
- Ensure fuel / charge level is sufficient



A – Act responsibly

- Keep the car clean
- Report any accident immediately
- Drive safely and observe traffic rules



Re – Return properly

- Return the car to its desginated parking spot
- Take photos of all sides of the car
- Report new damage (if any)
- Complete shutdown procedure
- Lock the vehicle and end the booking

Responsible actions help to:

- Reduce disputes and unexpected charges
- Maintain vehicle quality for the next user
- Support a safer and more reliable Car-Sharing experience
- Keep Car-Sharing accessible and affordable for everyone

What if something goes wrong?

In the event of an accident

After ensuring everyone is safe, call the Car-sharing operator's emergency number to report the accident. Note down the contact details of all parties involved and take photos or videos of the scene, where it is safe to do so. Remain at the scene while waiting for the authorities to arrive.

Handling disputes

If a dispute arises between you and the Car-sharing operator, keep any relevant evidence, such as photos of the car before and after your booking, emails, messages, and records of any other communication with the operator. Should the business be unable to address the dispute within the time frame provided by the company, you may contact CASE for assistance (https://www.case.org.sg/contact-us/)(Hotline: 6277 5100).

In the event of a car break down

If the car breaks down, move it to the left side of the road where it is safe to do so and switch on the hazard lights. If the car is equipped with a warning triangle, place it a distance away behind the vehicle. Then, contact the Car-sharing operator's support team and remain with the vehicle until assistance or the tow truck arrives.




CAR
SHARING


RESERVED



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