ACCREDITATION SCHEME

(BRONZE)

INFORMATION & APPLICATION KIT

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Introduction

The CaseTrust Accreditation Schemes developed by the Consumers Association of Singapore (CASE), aim to safeguard consumers' interests by promoting fair trading and transparency to consumers.

To further this mission, we have introduced the CaseTrust Bronze tier, specifically designed for skill-based or smaller businesses. This new tier provides consumers with confidence and assurance that these businesses adhere to basic ethical standards and responsible practices. This expansion aims to extend our accreditation schemes to more businesses and industries so that Bronze-accredited businesses can likewise offer assurance and confidence to their consumers and be recognised as bona fide businesses, thereby extending consumer protection across a broader range of industries.

CaseTrust Bronze covers essential areas such as store policies, ethical advertising, and dispute resolution procedures. Unique criteria, particularly in the beauty and wellness industry such as a '5-day cooling-off period' and a 'no selling during treatment policy,' are included to offer additional protection. Tradesmen in the renovation industry must meet industry training standards and regulations where applicable.

With the introduction of the Bronze tier, our existing accreditation schemes will be renamed Silver, while the Gold tier continues to represent the pinnacle of industry leadership in customer service and business excellence. Businesses are encouraged to upgrade to the CaseTrust Silver or Gold schemes for a more robust set of assessment criteria to give its consumers added assurance and confidence.

CaseTrust Application Stages

Application to CaseTrust

Items to submit:

Online Submission via the CaseTrust Application Portal

Latest Business Profile from ACRA (within 1 week of CaseTrust application)

Application fee via PayNow to ""**UEN: S71SS0016L,** Consumers Association of Singapore"

Fees paid are non-refundable and non-transferrable

Receive CaseTrust Notification of acceptance/rejection

Successful Applicant will receive:

Criteria Checklist

Submission of assessment items

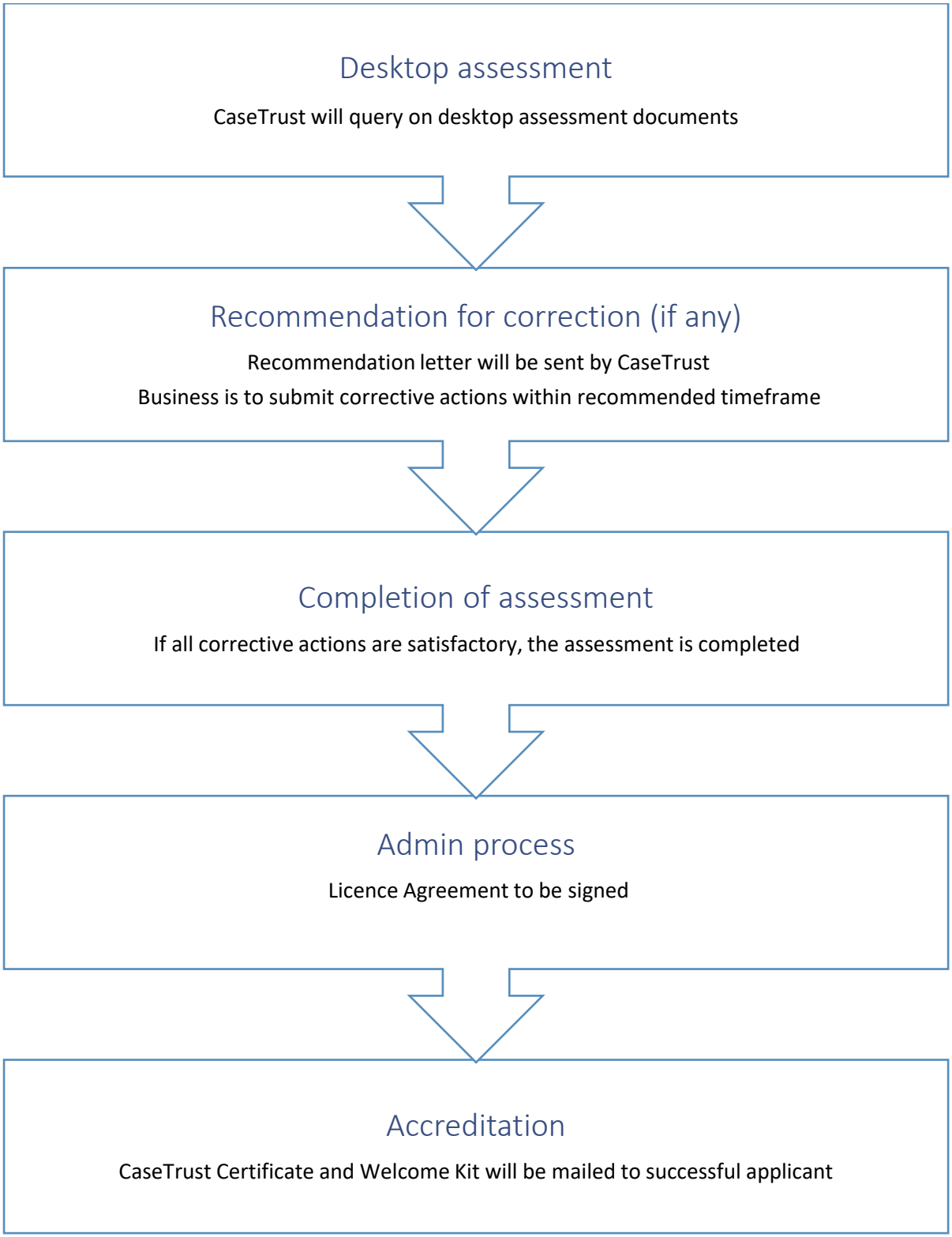
Assessment documents in accordance to criteria checklist to be submitted via the CaseTrust Application Portal

Completed criteria checklist

Assessment stage

Note: The application will be considered Null & Void if complete set of required assessment items are not submitted within 6 months from date of application.

CaseTrust Assessment Stages



Note: It will take around 2 months from the date applicant commences the assessment stage (through submission of all required assessment items) to complete the accreditation assessment process.

CaseTrust Criteria for Businesses (Bronze)

The full criteria checklist, incorporating assessment elements and document checklists, will be made available to businesses upon the online submission of the CaseTrust application and payment of the application fee.

Policies	
Terms & Conditions of Sales	
A1	My business clearly states the terms and conditions of any warranties or service guarantees to protect customers against product defects and non-performance. ○ **Beauty industry.** As part of the service guarantees, my business accords a cooling-off period of at least five (5) working days (exclusive of Saturdays, Sundays, and Public Holidays) to allow customers to seek full refund of payment if they do not wish to proceed with the product or services offered (Applicable for packages only and for products or services that are not utilised).
A2	My business has an exchange and refund policy clearly stipulating the time frame and conditions for any exchange and refund.
Pricing & Payment	
A3	My business is committed to avoid over or under-charging and to ensure correct change is given.
Security	
A4	My business is committed to maintain the confidentiality of customer data.

Communication	
Advertising & Promotion	
B1	My business sells what is advertised and promoted.

Practices & Systems

Retailing

C1	Proof of Purchase My business issues consumers receipt/ sale slips that reflect relevant detailed information of the purchases of the goods/ services provided.

Feedback Management

C2	My business resolves complaints within 21 days upon receipt of complaints.
C3	My business has a system to document complaint cases and has a complaint resolution procedure (e.g. informs complainants of investigation status), which includes alternative forms of redress (e.g. CASE Mediation Centre) should the business be unable to resolve the dispute within 21 days upon receipt. Mediation fees apply.

Goods & Services

C4	My business has a system for ensuring the quality of products and services offered for sale. Goods offered are fit for consumption and not past expiry date, where applicable.

Personnel

Performance & knowledge

D1	My business ensures that customer support and service staff do not practice any unethical sales tactics, and are able to provide accurate, timely and comprehensive product and service information to customers and to perform service to the expected levels. ○ **Beauty industry.** My business has a no-selling policy during treatment. ○ **Renovation industry.** My business ensures that staff are well-trained and meet industry training standards and regulations[1].

[1] Businesses and tradesmen from the renovation industry must meet industry training standards and regulations where applicable, such as being listed in HDB's Directory of Renovation Contractors (DRC); BCA-approved Window Installer; EMA-Licensed Electrical Worker; PUB-Licensed Plumber, etc.

Fee Structure

(Fees are inclusive of GST)

Type of Fee	Small Business Sales Turnover < S$1M **only**
Application	S$872.00

Note: fees paid are non-refundable and non-transferrable

Other Charges

(Fees are inclusive of GST)

	Fee
Certificate printing Reprint / Additional Certificate printing	Complimentary S$16.35
Mediation at CASE Mediation Centre	Prevailing rates apply Mediation
Additional CaseTrust decal	S$2.18

Important Note

1. Fees are inclusive of the prevailing GST rate and are subject to change, depending on economic situation and discretion of the CaseTrust department. Fees paid are non-refundable and non-transferable.
2. The application will be considered **NULL & VOID** if:
    a. Documents and fees 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.
3. If the Applicant does not pass the assessment, the application fee must be paid to undergo a second assessment.

    The Applicant must go through a re-assessment before any suspension order can be lifted. The re-assessment fee is pegged at 50% of the application fee.

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:

    a. 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

    b. must not be faced with any debarment arising out of any sanction imposed by CaseTrust; and/or

    c. 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 unique entity 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

Assessment

1. The Applicant must pass all assessments to be or remain accredited.

2. Assessment Fees are strictly non-refundable if the Applicant fails the assessment.
    a. The CaseTrust department reserves the right to reject any submission for any reason without further explanation to the Applicant
    b. If the Applicant wishes to appeal the rejection of its submission, it may contact CaseTrust via email at casetrust@case.org.sg with its supporting documents within 14 business days of receiving the notification of rejection. The CaseTrust department may in its absolute discretion review the Applicant's appeal and respond with its final decision within 30 business days.

3. 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.

4. 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 as long as the Applicant does not exceed 2 further Assessments. All Assessment Fees, if any, must be paid by the Applicant.

5. 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.

6. 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. This review fee will be refunded if the review is found in the Applicant's favour.

7. 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.

8. In the event the CaseTrust Applicant withdraws their application:

    a. Assessment Fees are refundable if withdrawal request is made within 7 days after the submission of your application.

    b. If the Applicant fails the desktop assessment and decides to withdraw at that stage, 50% of the Assessment Fees will be refundable.

    c. The annual management fee is payable only after the Applicant clears the assessment process.

    d. The Assessment Fees would be refunded in the event of an outright disqualification during the initial application stage.

Accreditation Details

1. Accreditation will be for a period of 1 year, 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.

2. Accredited companies that make changes to its company ownership partnership/directorship after obtaining accreditation may be subjected to re-assessment and must furnish CASE with a Deed of Assignment. This assessment shall be independent of other assessments that the accredited business is scheduled to undertake.

Standards

1. 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.

2. 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.

3. The CaseTrust Department reserves the right to perform an audit or conduct mystery shopping on the business during their accreditation period.

4. 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.

5. The accredited businesses must have a proper criterion to deal with complaints and a dispute resolution programme in place 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.

6. 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.

Conditions Precedent

1. Businesses should allow CaseTrust representatives into their premises for auditing and/or investigation purposes, whether notified or not.

2. The business agrees to indemnify and keep CASE, its directors, employees, officers, 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's application for CaseTrust accreditation scheme.

Audit/Investigation

1. 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.

2. All Suspension, Expulsion and Debarment cases would be considered and approved by the CaseTrust Advisory Council.

3. 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 rounds to pass the Interim Assessment, within 3 months from the date of the Notice of Suspension.

4. 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

1. Upon termination and expiry of CaseTrust accreditation scheme, all physical CaseTrust related materials must be returned to CASE office within 7 days, and such materials should not be used in any manner whatsoever by the businesses before its return.

2. 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.

CaseTrust Application Submission Checklist

- ❒ Online Submission via the CaseTrust Portal

- ❒ Business Profile from ACRA (within 1 week of CaseTrust application)

- ❒ Application Fee of $872 can be made by PayNow to '**UEN: S71SS0016L, 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 email to 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.

CaseTrust Subsidy Programme for Home Renovation Sector

Subsidy Programme for Accreditation

To support businesses in obtaining CaseTrust accreditation, CASE will offer subsidies of up to *$5,280 per business to help businesses defray accreditation costs. This initiative aims to encourage more home renovation businesses to become accredited, ensuring higher industry standards and better consumer protection.

Businesses can receive the subsidy upon successful accreditation.

Overview

The CaseTrust Accreditation Scheme aims to raise standards in the home renovation industry by increasing the number of accredited contractors. With the support of the Ministry of Trade and Industry (MTI), the scheme offers time-limited subsidies to encourage participation. This initiative is part of our effort to ensure better consumer protection and enhance professionalism within the industry.

Why Get Accredited?

CaseTrust accreditation is more than just a mark of trust—it is a powerful business advantage.

Accredited businesses benefit from:

- **Increased Consumer Trust**: Accreditation reassures consumers that your business adheres to high ethical and professional standards.
- **Greater Market Visibility**: As part of our commitment to consumer education, the CaseTrust Accreditation Scheme is widely featured in publicity campaigns by CASE and CaseTrust Marketing Partners. These efforts will steer consumers toward CaseTrust-accredited renovation contractors.
- **Enhanced Branding**: With stronger consumer confidence, accredited businesses gain a competitive edge in the market and elevated industry standing.
- **Access to Subsidies**: Reduce accreditation costs through funding support by CASE.

Key Features

1. **Subsidies for Renovation Businesses**

- **CaseTrust Silver Tier**
    - Up to **80% subsidy** on first-year accreditation fees for accredited businesses that submit a complete subsidy claim application by **12 February 2027**.
    - Up to **70% subsidy** on first-year accreditation fees for accredited businesses that submit a complete subsidy claim application between **13 February 2027 and 11 February 2028**.
- **CaseTrust Bronze Tier**: 50% subsidy on accreditation fees for up to 10 renovation businesses on a first-come, first-served basis for the first year of accreditation.
- **Consultancy Services** (if any):
    - Up to **80% subsidy**, capped at **S$1,200**, for eligible consultancy fees where a complete subsidy claim application is submitted by **12 February 2027**.
    - Up to **70% subsidy**, capped at **S$1,050**, for eligible consultancy fees where a complete subsidy claim application is submitted between **13 February 2027 and 11 February 2028.**

Businesses can receive the subsidy upon successful accreditation.

** Refer to Illustration of Accreditation Fees for details.*

Eligibility Criteria

New Applicants

- Businesses must be in the home renovation sector and registered in Singapore.
- Applicants for the **Silver Tier** must demonstrate a commitment to professionalism and fair-trading practices.
- Applicants for the **Bronze Tier** must be subcontractors or small businesses that demonstrate a commitment to the 10 essential pro-consumer practices.
- Businesses must successfully attain accreditation before submitting a subsidy claim application.
- No extensions will be granted for late submissions.

Previously Accredited Businesses

- A three-year wait-out period applies to businesses reapplying after the withdrawal or expiry of their accreditation.
- Formerly accredited businesses may reapply for CaseTrust accreditation.
- However, businesses that have held CaseTrust accreditation within the three years preceding the date of application will not be eligible for the subsidy.

Subsidy Breakdown

Type of Fee	Subsidy Rate	Period
CaseTrust Silver Accreditation Fee	Up to 80%	First year of accreditation
CaseTrust Bronze Accreditation Fee	50%	First year of accreditation (Limited to first 10 applicants only)
Consultancy Services (if any)	Up to 80% of consultancy fee capped at $1,200	First year of accreditation

Illustration of Accreditation Fees payable to CASE

Type of Fee (For the first year of Accreditation)	Annual Sales Turnover		
	Small Business (Less than S$1M)	Medium Business (S$1M to S$15M)	Large Business (More than S$15M)
Application	$327.00	$327.00	$327.00
Full Assessment	$741.20	$1,722.20	$2,267.20
Annual Management	$763.00	$1,526.00	$2,507.00

Total Fees Payable for the first year (Before Subsidies)	$1,831.20	$3,575.20	$5,101.20
Subsidies enjoyed by Businesses	$1,464.96	$2,860.16	$4,080.96
Nett Accreditation Fees (After Subsidies)	**$366.24**	**$715.04**	**$1,020.24**

**Fees are inclusive of prevailing 9% GST*

***Note: A separate table illustrating the 70% subsidy rates (for accreditations completed between 1 April 2027 and 31 March 2028) is available upon request.*

Claim Process

Businesses may submit a subsidy claim application only after attaining accreditation.

To qualify for subsidy support, businesses must submit a complete subsidy claim application together with all required supporting documents.

Supporting documents for consultancy fees (if applicable) should include proof of payment and the relevant invoices or receipts.

Claims should be submitted to casetrust@case.org.sg with the subject line:

Claim for Renovation Accreditation Subsidy

Upon receipt of the required documents, CASE will process the subsidy claim application in accordance with the programme requirements.

Application Details

- **Application Start Date**: 1 April 2025
- **How to apply**: Visit CaseTrust Application Portal to apply.

Contact Us

- **Email**: casetrust@case.org.sg
- **Phone: +65 6461 1800**
- **Website:**

  CaseTrust Silver - CaseTrust Accreditation for Renovation Businesses - CaseTrust

  CaseTrust Bronze - CaseTrust Bronze - CaseTrust