MEDIA RELEASE

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For Immediate Release

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CASE collaborates with Carousell to promote evaluation of pre-owned cars

The Consumers Association of Singapore (CASE) and Carousell will be collaborating to enhance consumer protection in the online marketplace for pre-owned cars. Under this collaboration, car dealers and direct owners who sell their pre-owned cars through Carousell will be prompted to send their cars for evaluation at a professional evaluation centre. The Standard and Functional Evaluation (SAFE) Checklist[1] Mark will be displayed on car listings that have been sent for evaluation. This collaboration is targeted to be launched in the second quarter of the year.

In view of the high number of complaints from consumers on buying defective cars over the past years, CASE launched the SAFE Checklist last year after consulting with multiple stakeholders[2] in the motoring industry. Through the discussion, it was revealed that such disputes are difficult to resolve due to the complication in establishing the condition of the pre-owned car at the point of purchase. Under the Lemon Law, the onus is on the car dealer to prove that the car is not defective at the time of delivery, if any defect is found within six months of delivery of the car.

Hence, the SAFE Checklist was developed to guide consumers through a series of checks with their car dealer to ascertain the condition of the car at the point of purchase. It also encourages consumers to get an independent and comprehensive evaluation for the pre-owned car at a professional evaluation centre to verify the results of the checks.

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[1] The SAFE Checklist serves as a guide for consumers to assess the condition of a pre-owned car they are planning to buy. More information on the SAFE Checklist can be found at: https://case.org.sg/consumer_guides.aspx.

[2] The stakeholders include the Singapore Vehicle Traders Association (SVTA), VICOM Ltd, STA Inspection Pte Ltd and Automobile Association of Singapore.

Carousell is one of the largest and fastest growing mobile classifieds marketplace in Singapore. Furthermore, they have reported that more than half of their users are over 25 years old - the prime age of a consumer who may be looking to buy their first car or upgrade from their current one. This is the target group of consumers that CASE would like to reach out to.

As the first step in this collaboration, Carousell has incorporated a direct link to the SAFE Checklist on the homescreen of the Cars Category. Interested parties are able to download a copy of the SAFE Checklist from the platform.

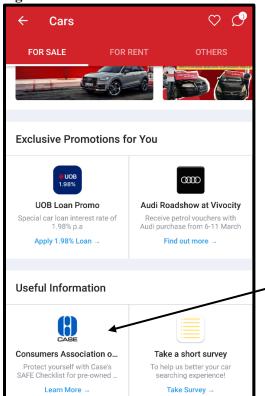Subsequent steps in this collaboration will include:
- Allowing direct owners/car dealers to immediately book an evaluation appointment with VICOM Ltd and Automobile Association of Singapore through the platform
- Allowing direct owners/car dealers to upload a copy of the evaluation report under their car listing
- Automatic display of the SAFE Checklist Mark on the car listing after the evaluation report has been uploaded

CASE is committed to championing consumers' interests and promoting fair-trading in Singapore. We will work together with our existing and new strategic partners to improve industry standards so that consumers are able to have peace of mind when shopping.

Lim Biow Chuan
President
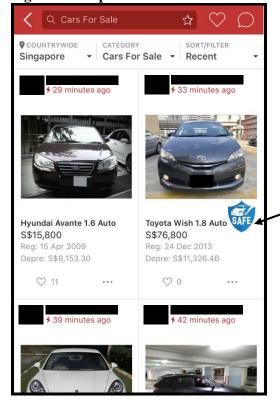Consumers Association of Singapore

ANNEX A – Carousell platform

Figure 1. Weblink to SAFE Checklist under Cars category home screen on Carousell

Currently, users can download a copy of the **SAFE Checklist** directly from the home screen of the Cars category on the Carousell platform.

Figure 2. Sample of SAFE Checklist Mark displayed on Carousell

The **SAFE Checklist Mark** signifies that the listed pre-owned car has gone through evaluation at a professional evaluation centre. Users will be able to sort/filter the search results by the SAFE Checklist Mark.