



the CONSUMER

MCI(P) 001/07/2016 • 2016 ISSUE 4
ISSN 0217-8427 • S\$5.00

A PUBLICATION OF THE
CONSUMERS ASSOCIATION
OF SINGAPORE

**Festive Decorative
Lighting- Light up
the festive night
safe and bright**

**Eat safe and be
merry this festive
season**

**Are canned
food products in
Singapore safe?**



The Editorial Team

Chief Editor

Richard Lim

Editors

Jayems Dhingra
Larry Haverkamp
Alexander Seccombe
Hans Zhong

Production Editor

Brenda Teng

Contributors

Agri-Food & Veterinary Authority of Singapore
Brenda Teng
Ministry of Trade and Industry
Nicholas Lim
Siew Kwok Siong
Thevanthan Pillay
Singapore Jewellers Association
SPRING Singapore

Editorial Consultant

Dr Ang Peng Hwa

Design & Production

Tangram Design Studio

Like this issue?

Think we missed something vital?

Tell us at sayit@case.org.sg



Consumers Association of Singapore

170 Ghim Moh Road #05-01
Ulu Pandan Community Building
Singapore 279621
Tel: 6100 0315
Fax: 6467 9055
Feedback: sayit@case.org.sg
www.case.org.sg
www.facebook.com/casesg

contents

01
Casenotes

02-03
Are canned food products in Singapore safe?

04-05
Eat safe and be merry this festive season

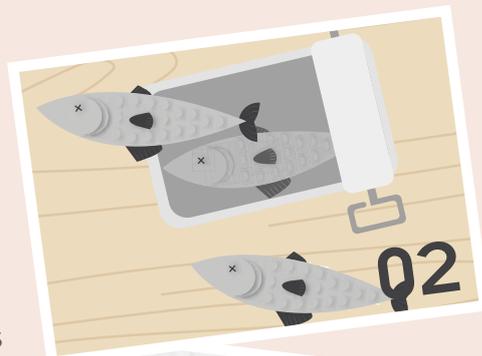
06-09
A rush of colour to the head

10
Pre-paid Package Deals-
What you should know

11
Casebriefs

12
Festive Decorative Lighting
Light up the festive night
safe and bright

13
Safety is no child's play



14-15
What do you know about gold?

16-19
Dilemma of a Luxury Car Buyer
A true Story of a Singapore Consumer

20
Sayit@Case

21-22
关于健身配套-
那些你不知道的事

23-25
CaseTrust List

26
Subscription Form

casenotes



Dear readers,

The Consumer Protection (Fair Trading) Amendment Bill 2016 was passed in Parliament on 13 September to better protect consumers' rights, promote fair trade, and ensure that errant retailers are taken to task. On 23 September, to complement the efforts of the government, CASE and the five Community Development Councils (CDCs) launched a series of consumer awareness talks across Singapore.

The objective of the talks is to reach out to more residents and consumers so that they are better aware of their consumer rights. CASE would try to match the topics covered to the profile and needs of the residents at the five different districts. Further, CASE would invite industry partners (e.g. from the industry associations) to share on the chosen topic.

For our first session with the North East CDC on 8 October, we conducted a talk covering the renovation topic as there many residents in the district who were collecting their keys to the new flats and wanted to understand more about renovation contracts. We invited the Singapore Renovation Contractors and Material Suppliers Association (RCMA) to share on renovation tips and the things to look out for before engaging a renovation contractor. Many participants benefited from the engaging questions and answers session. Through these talks, CASE and the CDCs hope that residents can better understand what to look out for when making a purchase or entering a contract and feel empowered when making decisions.

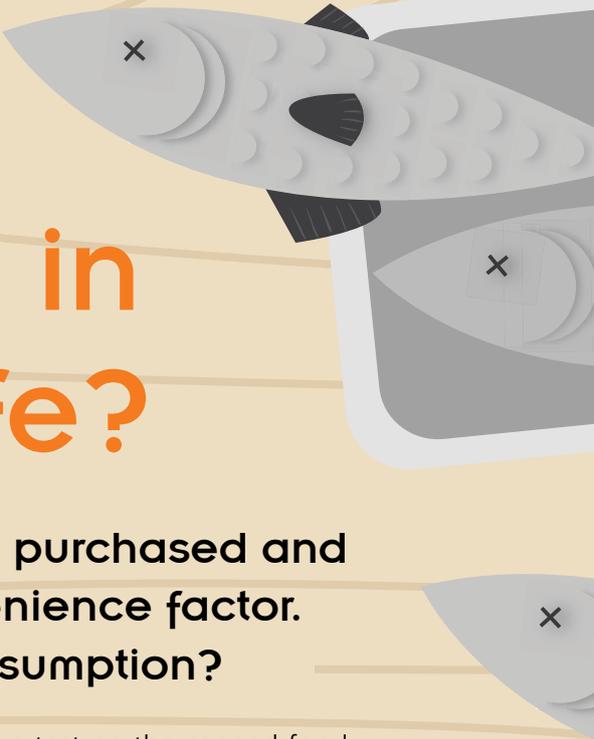
Recently, CASE's Consumer Products, Standards and Testing Committee (CPSTC) conducted two consumer product tests on products which may be of concern to consumers. In this issue, the CPSTC shares the results of two of their recent tests. One was to test if there were excessive skin sensitisers found in hair dye samples, while the other aimed to find out if canned food contain detectable amounts of Bisphenol-A (BPA). Fortunately, both tests produced assuring results for the safety of hair dyes and canned food sold in Singapore. CPSTC will continue to conduct tests on various consumer products that would address the majority's concerns.

As we approach the end of the year, CASE would like to remind all consumers to be aware of their consumer rights when shopping for Christmas or the New Year. In this issue, the Singapore Jewellers Association contributed an article to highlight the important things to note when purchasing gold jewellery for the new year. The Agri-Food & Veterinary Authority of Singapore also shares with readers in this issue, some food safety tips for festive feasting.

With that, CASE will also like to take this opportunity to wish all readers a merry Christmas and a Happy New Year ahead.

Mr Lim Biow Chuan
CASE President

Are canned food products in Singapore safe?



Canned food products are commonly purchased and consumed in Singapore for the convenience factor. The question is, are they safe for consumption?

The Consumers Association of Singapore (CASE) commissioned a test on the canned food products sold here to determine if their migration levels of bisphenol-A (BPA) are within the safety limit. The migration levels of BPA for all samples were found to be within the safety limit, with the majority having no detectable amounts at all.

WHAT IS BPA?

BPA is an organic synthetic compound with the molecular formula $C_{15}H_{16}O_2$ or $(CH_3)_2C(C_6H_4OH)_2$. It is a chemical used to prevent metal corrosion and breakages but there is also a risk that it can leach into foods from the lacquer lining of canned food products. While people are aware that BPA is found in plastics, they may not know that it can be found in canned food products as well.

WHAT ARE THE CONCERNS ABOUT BPA?

In 2010, CHOICE, the leading consumer advocacy group in Australia, conducted a test for BPA in canned food products. More than half the products they tested contained BPA at levels believed to be hazardous to human health.

Another study done by Environmental Research found that people who consumed one canned food item in the past day had

about 24% higher concentrations of BPA in their urine compared to those who did not consume any.

WHAT IS THE SAFETY LIMIT?

The Agri-Food & Veterinary Authority of Singapore (AVA) is the regulator of food-contact articles and they adopt the European Union's migration limit of 0.6mg of BPA per kilogram of good. This refers to the tolerable amount of BPA that may transfer to food products in a can.

HOW WAS THE TEST CONDUCTED?

Mystery shoppers from CASE purchased 30 types of common canned food products with liquid contents from different countries of origin. They were purchased from supermarkets and heartland provision stores.

The samples were then sent to our designated laboratory and tested using high-performance liquid chromatography.

WHAT WERE THE TEST RESULTS?

According to the test results, the migration levels of BPA for all 30 canned food products were within the safety limit adopted by AVA. The majority of the samples tested had no detectable amounts of BPA.

These results bring assurance to consumers that there is minimal risk of BPA from the lining of the cans leaching into the food contents of canned food products sold here.

It may also be inferred that the manufacturers and/or importers of canned food products here are generally mindful of safety and health regulations in their manufacturing and/or sale of such products.

We applaud those companies which have already taken the lead to publicly declare that they are either phasing out BPA in the manufacturing processes or are BPA-free altogether.

Bonus: What's tested?

No.	Name of Sample	Results (ppm ¹)
1	Amocan Premium Curry Chicken 300G	0.44
2	Ayam Brand Tuna Hot Mayonnaise 160G	0.55
3	Baxters Favourites Cream of Tomato 400G	Not Detected
4	Campbell's Cream Style Corn with Chicken 310G	Not Detected
5	Captain's Catch Chilli Tuna 185G	Not Detected
6	Captain's Catch Sardines in Tomato Sauce 155G	Not Detected
7	Cirio Peeled Plum Tomatoes 400G	Not Detected
8	Companion Lo-Han-Chai 285G	Not Detected
9	Dole Pineapple Chunks in Syrup 567G	Not Detected
10	Fruit King Pineapple Slices in Heavy Syrup 565G	Not Detected
11	Gulong Pork Leg with Mushrooms 397G	Not Detected
12	Happy Family Baked Beans in Tomato Sauce 425G	Not Detected
13	Heinz Baked Beans in Tomato Sauce Vegetarian 420G	Not Detected
14	Hokkaido Brand Mackerel 200G	Not Detected
15	Hosen Pineapple Slices in Syrup 565G	Not Detected
16	Hunt's Tomatoes Stewed 411G	Not Detected
17	Ligo Sardines in Tomato Sauce Chili Added 425G	Not Detected
18	Mili Braised Peanuts 170G	Not Detected
19	Mili Pineapple Slices in Heavy Syrup 565G	Not Detected
20	MoonStar Brand Sardines in Tomato Sauce 155G	Not Detected
21	Mutti Polpa Finely Chopped Tomatoes 400G	Not Detected
22	Narcissus Brand Lettuce Pickled 182G	Not Detected
23	Narcissus Brand Mushrooms (Large Size) 425G	Not Detected
24	New Moon Abalone Premium Grade 425G	Not Detected
25	Rabbit Brand Refined Shark's Fin Soup 425G	Not Detected
26	Rex Premium Quality Seasoned Cuttlefish with Soya Bean Sauce 170G	Not Detected
27	Starfresh Half Peaches in Syrup 820G	Not Detected
28	Statue Brand Young Corn Cut 425G	Not Detected
29	Waitrose Duchy Organic Chopped Tomatoes in Rich Natural Juice 400G	Not Detected
30	Yeo's Premium Chicken Curry 280G	0.4

Remarks: The detection limit for BPA is 0.1 ppm

¹One ppm is equivalent to 1 milligram of substance per kilogram (mg/kg)



WHAT'S NEXT FOR CONSUMERS?

Notwithstanding the findings of the test, we urge consumers to purchase and consume canned food products in moderation.

Where possible, they should keep an eye out for the production date of the canned food products. If a particular canned food product has been on the shelves for an extended period of time after its production date, the migration level of BPA may be higher.

Consumers can reduce their exposure to BPA by going for fresh and non-processed food as far as possible.



Eat safe and be merry this festive season



It's that time of year, time for celebration and cheer as family and friends come together and partake in merrymaking and festive feasting. In planning that perfect party from the menu to food preparation, it is important to ensure safe food handling and storage as contamination can happen at any point in the food preparation process. So, to avoid tummy upsets and food poisoning this festive season, do not commit these common food safety mistakes:

AVOID THESE

FOOD SAFETY MISTAKES



1 - OVERBUYING AND OVERLOADING THE FRIDGE

Always ensure that there is sufficient space between items placed in the refrigerator or freezer so that cold air can circulate freely around them. A crowded fridge will cause food to spoil quickly.



Also, buy only what you need to avoid food wastage.

2 - MIXING RAW AND COOKED FOOD TOGETHER

Always separate raw food from cooked food. Raw food may contain dangerous micro-organisms which can cause food poisoning when consumed. Juices from raw meat or seafood may also contaminate cooked food.



3 - NOT THAWING FOOD PROPERLY

Avoid thawing food at room temperature as bacteria grow rapidly between 5°C and 60°C. Thaw food safely in the refrigerator overnight or in the microwave. For frozen poultry like turkey, ensure that it is thoroughly thawed before cooking to ensure that it cooks evenly.





THE 12 TIPS FOR FOOD SAFETY

SHOPPING : SELECT YOUR FOOD CAREFULLY

1



Avoid buying canned food that is dented or bloated.

2



Always check the expiry date before making purchase.

3



Check whether the fruits or vegetables are bruised, shrivelled or mouldy. As these are perishables, buy only what you can consume within a few days.

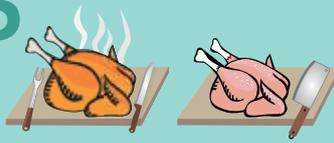
PREPARATION : WASH AND KEEP CLEAN AND SEPARATE RAW FROM COOKED FOOD

4



Wash and keep hands clean before and after handling or consuming food.

5



Use separate utensils and kitchenware for cooked and raw food.

6



Wash and soak vegetables before eating.

COOKING: COOK YOUR FOOD WELL

7



Ensure food is cooked thoroughly at a minimum temperature of 75°C so as to kill any bacteria present.

8



Especially during barbeques, ensure there is no pink meat and juices run clear when the meat is pricked or sliced.

9



Consume food within two hours of preparation.

STORING: KEEP FOOD AT SAFE TEMPERATURES

10



When packing chilled or frozen items, use a cooler bag to keep it cold till you reach your destination.

11



Store leftovers in shallow airtight containers to allow rapid and even cooling.

12



Portion out excess cooked food and refrigerate quickly as it should not be kept in room temperature for more than 2 hours.

Everyone has a key role to play in ensuring food safety. While the Agri-Food & Veterinary Authority has an effective integrated food safety system in place, food safety is a shared responsibility requiring a multi-sectorial effort by governments, food industries and consumers.

As a consumer, you have direct control over the safety of food prepared for yourself and your loved ones. Equip yourself with knowledge of safe food practices to avoid food safety risks.

For more food safety tips, visit www.ava.gov.sg

Happy Feasting!



A rush of colour to the head

The festive season is upon us. You might be considering a new look for the new year – a new hair colour, perhaps, or just a visit to the salon to dye those white hair roots. However, a few ingredients in your chosen hair dye may get you more than you bargained for. Ignorance is not bliss in this case. Besides the brand and the colour of hair dye, do you know what else you should look out for?



WHY HAIR DYES?

Popular hair dyes may contain chemicals such as p-phenylenediamine (PPD), toluene-2,5-diamine (PTD), m-aminophenol (MAP) and resorcinol. Both dyes for home use and salon dyes may contain these ingredients as they help achieve permanent colour changes.

However, the four chemicals are also skin sensitisers. That means while they are generally safe in controlled amounts, in individuals with sensitive skin, these chemicals may trigger allergic dermatitis, blisters and rashes on the scalp and face. Such reactions may occur up to two days after the treatment. Repeated exposure to the chemical does not make the user "outgrow" his or her sensitivity.

In 2015, the Consumer Council in Hong Kong conducted a test on 25 models of hair dyes and found that concentration of MAP in one model exceeded the limit of 2.0% set by the Chinese authorities. Due to the popularity of hair dyes among consumers in Singapore, CASE decided to conduct a test on some of the hair dyes that are available in the local market to ensure that they did not contain excessive amounts of skin sensitisers.

WHICH DYES DID CASE TEST?

CASE's officers purchased a total of 20 samples encompassing a variety of hair dyes of different shades, brands and countries of manufacture. The focus of the test was on permanent hair dyes meant for home use. The samples were purchased from personal care chains, departmental stores and neighbourhood retail shops, documented and sent to CASE's designated test laboratory, where they were tested for their PPD, PTD, MAP and resorcinol content.

WHAT ARE THE REGULATIONS?

Hair dyes in Singapore must comply with the Health Products (Cosmetic Products – ASEAN Cosmetic Directive) Regulations 2007. These regulations match the European Commission's regulations on cosmetic products. The following are the limits set under the ASEAN Cosmetic Directive:

Substance	Max concentration after mixing under oxidative conditions
p-Phenylenediamine (PPD) and its salts	Must not exceed 2% (calculated as free base)
Toluene-2,5-diamine (PTD) and its salts	Must not exceed 4% (calculated as free base)
m-Aminophenol (MAP)	Must not exceed 1.2%
Resorcinol	Must not exceed 1.2%

What do the regulations mean? When the sensitiser exists as a free base, it is not bonded to another chemical, and hence it is able to cause adverse reactions. After the hair dye components are mixed and allowed to react (which is how hair dyes for home use are usually prepared), the concentration of the residual sensitiser must not exceed the prescribed limit.



WHAT WAS THE OUTCOME OF THE TESTS?

CASE can report that all 20 samples passed the tests and did not contain higher amounts of the skin sensitisers than permitted under the regulations. The sampled hair dyes and the respective concentrations of the skin sensitisers are listed in the table on the next page. In those that are labelled 'N.D.', there was too little residue to be detected after the hair dye components were mixed.

DOES THAT MEAN I CAN USE THESE HAIR DYES?

The 20 hair dyes that were sampled are generally safe for most consumers when they follow the manufacturers' directions carefully. Mixing the products correctly ensures that minimal skin sensitisers are left in the dye. Do not leave the dye in your hair longer than stated in the directions, as this will prolong your exposure to residual skin sensitisers unnecessarily. You can also minimise skin contact with the dyes by using protective gloves and applying Vaseline to your ears, hairline and neck before dyeing your hair. In addition, stick to purchasing hair dyes from registered businesses, who would need to adhere to the safety regulations set by the authorities on the products they import and retail.

However, there may be a few users who are sensitive to even very low levels of PPD, PTD, MAP and resorcinol that are below the regulatory limits. If you develop skin problems after dyeing your hair, stop using the hair dye immediately and seek medical attention. If it is your first time using hair dyes, or if you are unsure of your reaction to skin sensitisers, you may wish to seek the advice of a medical professional in advance.

Armed with these tips, your next hair colouring experience should come with no unexpected surprises for you and your loved ones.



RESULTS OF TEST FOR PPD, MAP, RESORCINOL AND PTD IN HAIR DYES

	Brand	Model and Shade	PPD		MAP		Resorcinol		PTD	
			Indicated on label	%						
1	Bigen Speedy Hair Color Conditioner	No. 883 Dark Brown	Yes	N.D.	Yes	0.01	Yes	0.04	No	N.D.
2	Color & Soin Permanent Hair Dye with Vegetal Extracts	3N Dark Chestnut	Yes	N.D.	Yes	N.D.	No	N.D.	No	N.D.
3	DK Cosmetics Squid Ink Well-Being Treatment Color	3N Dark Brown	Yes	0.02	Yes	N.D.	Yes	N.D.	No	N.D.
4	Daeng Gi Meo Ri Medicinal Herb Hair Color	Dark Brown	No	N.D.	Yes	N.D.	Yes	0.22	Yes	N.D.
5	Eric Favre Beauty Hair Color	3.0 Dark Chestnut Brown	Yes	N.D.	Yes	N.D.	No	N.D.	No	N.D.
6	Garnier Olia Permanent Hair Colour	4.0 Dark Brown	No	N.D.	Yes	N.D.	Yes	N.D.	Yes	N.D.
7	Gatsby Hair Color Remake	1 Natural Black	Yes	N.D.	Yes	N.D.	Yes	0.55	No	N.D.
8	Hemani Henna	Black with bakhour	No	N.D.	No	N.D.	No	N.D.	No	N.D.
9	Henna Plus	5.35 Chocolate Brown	No	N.D.	Yes	N.D.	Yes	0.06	Yes	0.16
10	Keranove Oleo Color Permanent Hair Color	1 Noir Obscur	Yes	N.D.	Yes	N.D.	Yes	N.D.	No	N.D.
11	Laila Herbal Henna	-	No	N.D.	No	N.D.	No	N.D.	No	N.D.
12	Liese Creamy Bubble Color	Natural Mocha	No	N.D.	Yes	N.D.	Yes	N.D.	Yes	N.D.
13	Lolane Aroma Color Cream	L23 4.4 Copper Brown	Yes	N.D.	No	N.D.	Yes	N.D.	No	N.D.
14	Lucido Hair Color One Push Type	Natural Black	Yes	N.D.	Yes	0.01	Yes	0.04	Yes	N.D.
15	NaturVital Permanent Hair Colour	4 Chestnut	No	N.D.	Yes	N.D.	No	N.D.	Yes	N.D.
16	Petrole Hahn	30 Dark Brown	Yes	N.D.	Yes	N.D.	Yes	0.11	No	N.D.
17	Phytocolor	5NC Coppery Hazel Light Chestnut	No	N.D.	No	N.D.	No	N.D.	Yes	N.D.
18	Revlon Top Speed	60M Natural Brown	Yes	0.02	Yes	0.01	Yes	0.01	No	N.D.
19	Sewha B Happy Hair Color Cream	4R Cherry Wine	Yes	N.D.	No	N.D.	Yes	N.D.	No	N.D.
20	Syoss Oleo Permanent Intensive Oil Color	4-00 Medium Brown	No	N.D.	Yes	N.D.	Yes	N.D.	Yes	N.D.

*When the percentage is listed as N.D., the sensitiser was not detected in the sample.

Pre-paid Package Deals What you should know

Many businesses offer prepaid packages for a variety of products and services such as home renovation, bridal services, travel bookings, beauty treatments, gym memberships etc. It is a common business model worldwide. On its own, it is not an unfair practice. However, consumers risk losing their prepayments should the company suddenly close down.

Beauty Sa



How can you protect yourself against loss of prepayment?

Business failure can happen unexpectedly. Even big companies with good reputations are not immune from business failure. Consumers should consider the following before making payment for package deals:



Check if the company offers a 'pay as you use' payment option instead. Although this may be more expensive, you will enjoy greater peace of mind.



Check if the business is accredited by CaseTrust at www.casetrust.org.sg and what modes of prepayment protection, if any, that the CaseTrust accredited business offers.



Find out if the company has any insurance or escrow arrangements that protect your prepayment.



Avoid purchasing prepaid packages that involve large sums or lengthy contract periods.

Will I be able to get a refund if the business suddenly closes down?



Consumers can feedback to CASE about the closure of the business. CASE will advise consumers on their available options.



Consumers can also file a claim with the Small Claims Tribunals provided that the business has not entered into insolvency proceedings (i.e. liquidation / winding-up).



If the company is being wound up, customers will only be paid after banks, landlords, suppliers and employees are paid.

Can we have stricter laws to protect consumers' prepayments?



Given the wide range of businesses, broad based measures may affect businesses' cash flow and raise the cost of doing business which would be passed on to consumers.



Most jurisdictions (US, EU, Japan, Korea, Australia and Hong Kong) similarly do not impose broad-based measures.



The Consumer Protection (Fair Trading) Act provides for measures to deal with errant retailers who engage in unfair business practices. Cases which involve elements of cheating will be referred to the Police.

casebriefs



Getting closer to the heartlands

On 23 September, CASE and the Community Development Councils (CDCs) signed a Memorandum of Understanding (MOU) to bring consumer education closer to the community through a series of "Consumer Awareness Talks" across Singapore. Besides general consumer rights, each talk will also focus on a topic which is deemed relevant to the particular district.



On 8 October, we held our first session with the North East CDC. In view of the number of new flats being built in that district, we conducted a talk which focused on renovation. For that session, we invited the Singapore Renovation Contractors and Material Suppliers Association (RCMA) along to do a sharing on simple renovation tips, and things to look out for before engaging a contractor. Many participants benefited from the engaging questions and answers session.

Growing professionalism in the real estate industry

Other than consumers, CASE believes that for fair trading to take place, the businesses must be educated on their roles too. Since 2013, CASE has been an Approved Course Provider of the Continuing Professional Development (CPD) programme administered by the Council for Estate Agencies, and had conducted several CPD courses for the real estate salespersons to equip them with the necessary professional knowledge.

salespersons who sign up at RIA. Through this collaboration, we hope to help raise the professionalism of the real estate industry and safeguard consumer interests in the long term.

On 26 October, CASE and the Realty International Associates Pte Ltd (RIA) signed a Memorandum of Understanding (MOU) to formalise our collaboration to bring education on ethical business practices to a larger group of real estate salespersons. The MOU will remain in force for two years, and CASE would conduct our courses to the real estate



Article contributed by SPRING Singapore

Festive Decorative Lighting

Light up the festive night safe and bright



Decorative lighting can brighten up the festive mood and add a splash of colour to your household. Before buying the product, pay attention to its safety aspects. Avoid using indoor lighting outside the house because the insulation of the wires is not suitable for wet or windy weather. This may result in fires, electric shocks or injuries. Here are other pointers to keep in mind.

Safety Tips on purchasing and using decorative lighting

When purchasing, ensure that the decorative incandescent lighting bears the SAFETY Mark. Decorative incandescent lighting, which is among 45 categories of Controlled Goods in Singapore, must be registered with SPRING Singapore.



Check the following:

- ▶ Inspect that the plug and lamp holders do not have exposed wires or obvious damage
- ▶ Unwind all extensions to avoid overheating
- ▶ Follow the manufacturer's instructions and safety warnings. Ensure all lights and extensions are used for what they are intended for.
- ▶ Do not alter or modify any lighting equipment eg. overloading lighting chains
- ▶ Test Christmas lights before installing them
- ▶ Make sure the power is switched off when putting up your Christmas lights or changing light bulbs
- ▶ Turn off all lights on trees and other decorations when you go to bed or leave the house. Lights could short-circuit and start a fire.
- ▶ Keep decoration light chains away from flammable objects



Check that your lighting has not been part of a product recall. You can find out if your lighting has been recalled locally on SPRING's website at www.spring.gov.sg/productsafety. You can also check for international recalls from U.S Consumer Product Safety Commission (CPSC), Health Canada, European Union's RAPEX or Australian Competition & Consumer Commission (ACCC).

Start the festive season safe and bright by choosing safer products and using products safely.

Get Smart!

with the Kiang Family

TIPS FOR SMART SHOPPING AND CONSUMER SAFETY

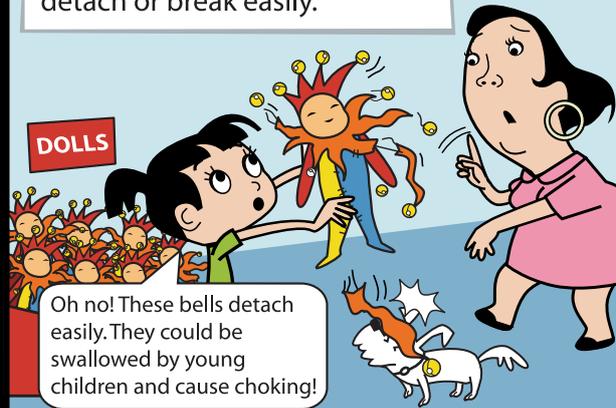
“Safety is no child’s play”



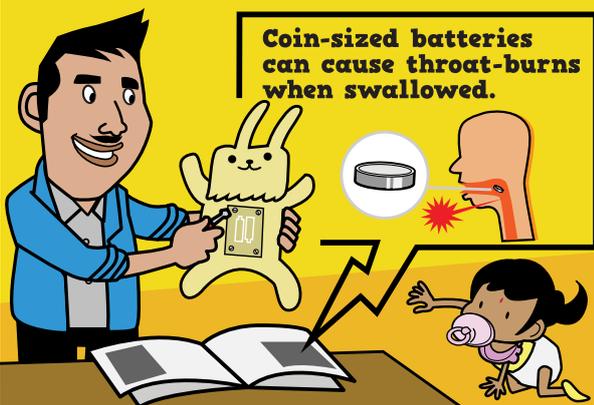
Buy toys that are suitable for your child’s age. Look out for age-warning labels.



Avoid toys with small parts that detach or break easily.



Make sure the battery compartment cannot be opened easily by a child.



Avoid crib toys with long strings, cords or ribbons, which can cause strangulation.



For more consumer safety tips, please visit www.spring.gov.sg/productsafety

What do you know about gold?



About Gold

As a precious metal, gold has been valued and held in high regard since ancient times. Symbolising wealth and power throughout the ages, gold remains as one of the most highly priced and sought after metals to this day.

Gold Karat

Karat is the term used to measure the gold content or purity. The higher the karatage, the purer the gold, such as 24k, 22k and 18k gold. However, in Singapore, jewellers use 999, 916 and 750 to measure gold purity.

- 24 K \approx 999 (99.9% is pure gold)
- 22 K \approx 916 (91.6% is pure gold)
- 18 K \approx 750 (75.0% is pure gold)

Gold as an Investment

Since 1 October 2012, GST was lifted for Investment Precious Metals (IPM). Investors can now buy investment grade gold bars and coins without the need to pay GST so long as the precious metal meets the criteria to qualify as IPM. With the removal of GST, people are able to trade physical gold bullion freely with minimal burdens or restrictions from government.



Things to look out for when buying Gold Jewellery

- 🔍 If you are doubtful of the weight, request to have the gold jewellery weighed in front of you.
- 🔍 Gold jewellery should not be weighed with price tag attached.
- 🔍 Manufacturing/gold loss is considered as part of the workmanship subject to negotiation. It cannot be arbitrarily added into the gold jewellery weight if the gold jewellery is sold by nett weight
- 🔍 Jeweller's stamp and gold purity marking must be present on the jewellery
- 🔍 Examine the jewellery pieces carefully before making your purchase.
- 🔍 Check the sales invoice to make sure that weight of gold jewellery is properly stated.
- 🔍 Read and understand the store policy of the jewellery outlet.



Jewellery for Different Occasions

Wedding

The 'dragon and phoenix' represent Long Fong Pei (龙凤配) - perfectly matched life partners. Dragon and phoenix gold bangles are especially treasured as this particular design is timeless. It is normally passed down as a dowry or betrothal gift, representing the mother's wish of a harmonious and abundant marriage for her children. It signifies a bond, between mother and daughter or between mother-in-law and daughter-in-law. Si Dian Jin (四点金) originated from the Teochew tradition. The 4 pieces of gold refer to a set of necklace, bracelet, earrings and ring - betrothal jewellery given by the mother-in-law to the daughter-in-law at her wedding. Si Dian Jin symbolises the wealth of the groom and thus his ability to provide his wife with a comfortable life.



Leap Month

Gold jewellery is given to the elderly in leap months (闰月) to wish them longevity. This could be used as a blessing especially for those elderly who are not in good health. Chinese believed that gold jewellery bought during leap months will bring good luck and peace. It is a way for children to show gratitude towards their parents, grandparents and elderly.

Baby Shower

It is a traditional belief that wearing gold jewellery could ward off evil spirits - especially during the Fifth and Seventh month of the Lunar calendar. It is customary for the grandmother to present jewellery to her grandchild during baby shower. Common jewellery such as charm anklets or bracelets with longevity locks are believed to bless the infants through to adulthood.

Buy Gold with Confidence

Consumers can be assured of the quality and fair business practices when they shop at CaseTrust-SJA accredited jewellery outlets where CaseTrust-SJA logo is prominently displayed.



CaseTrust-SJA accredited jewellers provide consumers with greater assurance by offering 999 and 916 gold jewellery certified by recognised test laboratories.

The scheme aims to protect consumers against unscrupulous selling tactics. In case of any dispute, consumers can exercise their rights for an amicable resolution or by mediation at CASE.



Dilemma of a Luxury Car Buyer

A True Story of a Singapore Consumer

Usually a car buyer will be full of excitement and joy when buying a car, especially a dream car. It takes many months and years of planning and reading reviews before buyers can make a choice. Once they visit the dealer's showroom, seldom a buyer will look into the transaction as a contract signing ceremony. People generally do not think of the Sales of Goods Act or Lemon Law when doing a trial run and negotiating a package.

The trickiest part is when they are asked by a salesperson to sign on the dotted lines of a pre-printed Sales and Purchase Agreement Form (SPA) of the dealer. If a careful buyer asks to change any conditions, there will be no deal. At times a generic blanket excuse of "this is our company policy," the suggestions about warranty clauses will be brushed off or laughed at, with statements like, "everybody has been signing it

without worries, you need not worry so much." Well, when buying a million dollar luxury car, the least one should do is not to sign on a pre-printed form, but ask a lawyer for a customised SPA or adopt a neutral standard SPA Form, from associations like CASE. In this article, the real life bitter experiences of one Buyer¹, shows many lessons to be learned by potential car buyers in Singapore.



¹ Koh Wee Meng v Trans Eurokars Pte Ltd [2014] SGHC 104



BACKGROUND

Mr Koh purchased a Rolls Royce from a Dealer in August 2008. The car was delivered to him on 23 December 2008. Two days later, Mr Koh took the car out for a spin. In the course of the drive, he made a three-point turn. As he moved forward out of the turn, and while he was turning the steering wheel, he heard "a loud moaning noise" and also felt a significant vibration from the steering wheel. Upset about the defect, Mr Koh took the car back to the Dealer and explained the problems to one of the staff of the Dealer. Mr Koh asked to make sure that the noise and vibration problem was fixed.

That unfortunately, was the start of a series of visits by Mr Koh to the dealer's workshop. Subsequently after several months, he revisited the car dealer a couple of times to resolve the persistent issues of noise and vibration.

Despite multiple repairs and inspections, the problem could not be solved. The car dealer eventually arranged for technicians from Germany and from the United Kingdom to attend to the vehicle. Test drives and examinations were conducted and none of the involved parties detected any "noise" and "vibration" which constituted a defect under the terms of SPA.



Lesson #1

Read and understand before signing an agreement as to what is the definition of "Manufacturing Defect" in a SPA.

It was viewed by the technicians that the noise and vibration observed was the result of the "stick-slip effect" between the wheels and the road surface, which is inevitable for any motor vehicle. It was determined that no improvement of the noise and vibration was possible unless there was a replacement of a major component. The car dealer proceeded to replace the entire front suspension of the car.

Numerous rectification attempts having failed, Mr Koh proposed for the car to be taken back by the dealer and either refund him the purchase price or replace it with a similar vehicle that was defect free.

The car dealer proposed two options for consideration by Mr Koh.

Option 1: Car dealer to buy back the car at \$1,055,000

Option 2: Car dealer to accept a trade-in of the Rolls Royce for a new car based on a discounted price. The cost to Mr Koh would be an extra \$250,000 on top of the already paid purchased price.

Mr Koh declined both options and sought to reject the car and obtain a full refund of its price. The car dealer disagreed that the car was defective, and hence, did not accept Mr Koh's rejection of the vehicle.

Two years later, Mr Koh decided to take legal proceedings against the car dealer. As the Lemon Law only kicked in on 1 September 2012, his case had to be interpreted in accordance to laws on defective goods under the Sale of Goods Act.

Lesson #2

Do not wait for so long to take any legal action or explore dispute resolution forums like mediation.



In Court

Under the Sales of Goods Act, Mr Koh applied to terminate the contract and claim substantial damages for breach of a Contract in supplying a defective car.

There were four main issues discussed at the court.

Did Mr Koh acquiesce in any breach?

The car dealer's position was that even if it was in breach of contract, Mr Koh's silence between end September 2009 and the commencement of the action signified that he had acquiesced in the breach. Mr Koh explained that he saw no point in raising the issue since the dealer failed to solve the noise and vibration after a year. He did not indicate that he would not sue on the noise and vibration, nor did he give the any indication that he would not enforce his rights under the law.

One consolation for Mr Koh was that in view of the facts that he followed through his complaint from the day of delivery to the day of court action, the Judge decided that his conduct did not demonstrate any acquiescence in the case.

What compensation would Mr Koh have been entitled to?

After some assessment, the Judge concluded that in the event Mr Koh was successful in his claim, the damages due would be \$352,150. This was the difference between the cost of the car \$1,407,150 and the dealer's buy-back offer at \$1,055,000.

Was Mr Koh obliged to mitigate his damages in the way asserted by the car dealer?

The car dealer argued that Mr Koh should have accepted their buy-back offer of \$1,055,000. If Mr Koh had accepted the buy-

back offer, he would not have been in a worse off position as he would have sold a defective Rolls at a non-defective price to the defendant.

However, the Judge thought that it was unacceptable for Mr Koh to sell the Rolls Royce at a loss and deprive himself of the remaining years during which he could have used and enjoyed it, given that the defect was a minor one. It was unreasonable to expect the Buyer to pay 25% of the purchase price of the Rolls for one year of use.

Mr Koh would have been entitled to damages of \$352,150. He would also have kept the car and been able to drive it until the COE expired. If he had accepted the car dealer's offer, he would have no Rolls and only \$1,055,000 in his hands. Hence, it was unreasonable to require Mr Koh to mitigate in this way.

Was there a defect?

The main issue was the noise and vibration from the car whenever he made a three point turn. Mr Koh felt that the car dealer should not have sold him a defective car.

The Judge assessed the case and thought that the car dealer had done a great deal of work to try to resolve his issue. They even hired experts to look into the complaint on the noise and vibrations.

Taking into account that the car was extensively used for more than 3 years, and had clocked over 45,000 km, the Judge saw that Mr Koh was able to drive it for all the usual purposes for which cars are used, albeit with some irritation when it performed a three-point turn.



The Judge explained that Mr Koh should not expect it to be the same as flying on a cloud or be whisper quiet. With that, it was concluded that the Rolls Royce was of satisfactory quality and Mr Koh's claim was dismissed by the Judge. Mr Koh was dissatisfied with the judgement and appealed to the Court of Appeal, but the appeal on this particular claim was unsuccessful.



Lesson #3

Understand which defects are covered by warranty and which deficiencies are not considered as a defect.

Conclusion

Going to court is a painful long process, involving high legal costs and lots of evidence related paperwork. The time and tension during the process also often stresses out ordinary consumers like Mr Koh. The major setback which was set out in this case, is that the Judge makes the final verdict. There will definitely be one losing party, and we cannot assume that it will not be the consumer.

In circumstances when negotiation with the business comes to a deadlock, CASE encourages consumers to attempt mediation before going to court. Mediation is a voluntary process which aims to resolve conflict between two disputing parties through the facilitation by a third party, a neutral mediator appointed by CASE.

At CASE Mediation Centre, the panel of mediators are volunteers from a wide array of disciplines and technical expertise, with no vested interest in the parties' outcomes. Over the years, CASE Mediation Centre has achieved a 70% - 80% success rate in resolving disputes and saved millions of dollars in legal costs of the parties.

From the hindsight

If Mr Koh had approached CASE Mediation Centre to help resolve his dispute with the car dealer, the outcome of his case might have been different. This is because, in mediation, the outcome is being decided by the two disputing parties. Through negotiation and facilitation by the mediator, both Mr Koh and the car dealer could have compromised and reach a win-win situation.



Lesson #4

Remember normally in a legal action, the losing party has to pay its legal cost and also winning party's legal costs, in addition to any counterclaim if successful by the winning party.

“Nip the evil in the bud; do not sign a pre-printed SPA Form while buying a car, without careful consideration of each clause and suitable amendments.”

sayit@case

Dear CASE

Last week, a salesperson called upon my mother at our house and offered to sell her a vacuum cleaner. After an hour of aggressive persuasion, my mother eventually agreed to buy the vacuum cleaner.

When I got home in the evening and saw the purchase, I reminded her that we already have a vacuum cleaner of good working condition, and do not need another brand new one. On the very next day, my mother contacted the company to cancel the purchase and return the vacuum cleaner in exchange for a refund. The company acknowledged her request but did not follow up.

We have not used the vacuum cleaner at all. Are we entitled for a refund?

A

Dear A

Under the Consumer Protection (Fair Trading) (Cancellation of Contracts) Regulations 2009, all direct sales (door-to-door sales) contracts have a five day cooling off period from the date of the contract. Taken into account that your mother contacted the company one day after the purchase to cancel the contract, it falls under the five day cooling off period and therefore, she is entitled for the refund. If your mother needs help in seeking recourse, she may approach CASE for assistance.

Dear CASE

Recently I had a dispute with one of the electronic retailers. They sold me a defective laptop. When I went back to them to ask for a remedy, they told me that I should approach the manufacturer instead as the laptop was under warranty. Hence, I called up the manufacturer who then informed me that the next batch of stock will take approximately a month to reach Singapore.

I could not afford to wait as I need to use the laptop for my work. I wish to get a refund and purchase another new laptop. Please advise if this is possible even though it was not stated in the manufacturer's warranty.

B

Dear B

Besides the manufacturer's warranty, you may seek redress under the Lemon Law. Under the law, the retailer may offer four types of remedies against your defective laptop: repair, replace, reduction in price or refund. Since the replacement would take at least a month and cause you significant inconvenience, you may request the retailer to repair your defective laptop or if they are unable to do so, a refund would be possible.

关于健身配套—— 那些你不知道的事

很多女生都会希望自己能够拥有苗条身材。思婷*也不例外。但与其乱吞减肥药或以维持‘纯沙拉’的饮食习惯来达到梦寐以求的身材，思婷选择了较健康又无风险的方式——上健身房。可是她万万没想到这所谓“无风险”的方式反而更不安全。

身为一名在银行工作的上班族，思婷非常不满意自己的典型‘OL’身材。身旁的朋友也经常嘲笑她：“你的身材很像一个梨子欸！上半身瘦瘦的，下半身圆圆的。”虽然很多时候她都一笑带过，但她的内心深处并不好受，因此她下定决心要成功减肥。

思婷之前阅读过不少关于人们服减肥药而危害自己健康甚至是生命的报章，她不想成为其中一个。于是她找了营养师并听取其建议，培养健康的饮食习惯。为了更有效率地瘦下来，思婷也决定开始运动。可惜经过几次尝试，她发现自己完全缺乏定期运动的动力。在某天下午，她把烦恼分

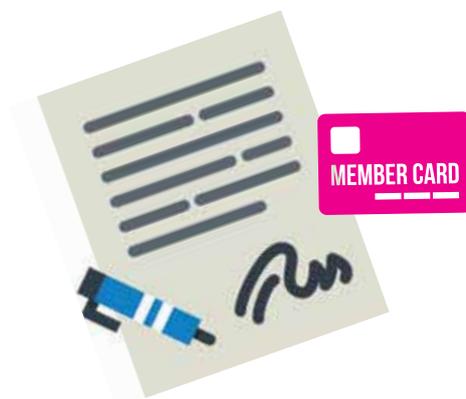
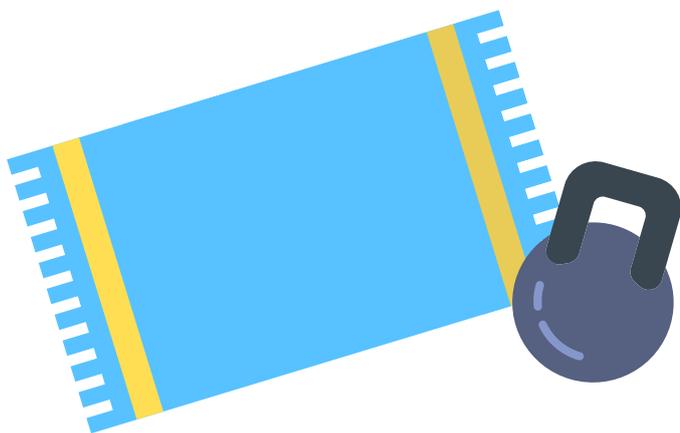
享给同事。“不如签下健身房的配套吧。至少交了钱，你会强迫自己去运动。”她的同事说着。

经过了一番考虑后，思婷决定到办公室隔壁的健身房询问。健身房的柜台职员在了解了思婷的状况后，建议她签下一年的会员配套。思婷在柜台职员的说服下同意投入长达一年的健身房配套，并在每个月从自己的自动转账户口缴付会员费。

半年后，思婷的努力总算没白费。她成功甩掉八公斤，达到了理想的身材。但她并没有因此停止到健身房运动。因为她相信维持健康的生活方式非常重要；况且她还剩下六个月的配套还没使用。

一个月后，思婷升职了。由于她的新工作需要她时常出国，思婷觉得她没办法再多签下一年的健身房配套，即使这样，她还是把剩下的配套使用完。之后，她便停止到健身房运动了。





某天当思婷上网查看自己的银行户头时，她发现那间健身房在她一年合约满期后仍继续从她的自动转账户口扣除会员费。对于被自动扣除了三个月会员费，感到惊讶的思婷立刻联络银行终止自动转账的付款。她也拨电话给健身房了解情况，电话中的职员解释道：“您的会员配套已被自动更新了，您这样毫无通知地终止付款，就是违反了合约，我们是可以向您采取法律行动的。”

思婷对于自动更新配套一事感到非常不满，毕竟在一年前签约时，柜台职员并没有告知她配套会自动更新，而且在更新配套前，也没人争取过她的同意，思婷觉得她被误导了。

她不愿意支付多余的会员费，于是到了新加坡消费者协会（消协）寻求帮助。消协在接到案子后代表思婷向健身房协商。健身房最终答应终止思婷的会员配套，并将之前自动收取的三个月会员费退还给她。

在保护消费者（公平交易）法令下，执行或遗漏任何言语或行为而导致消费者被欺骗或误导，是项不公平的交易。身为消费者，我们都有权保护自己。以下是消协分享的一些小贴士：

- **细读条规与条款**

在签下任何会员配套之前，请细读合约上的条规与条款。您也不妨考虑清楚自己是否能充分使用配套。销售员所有口头上的承诺最好能以白纸黑字记载，如果健身房拒绝这么做，您不妨考虑到其他健身房

- **了解追索权**

如果您觉得被欺骗或误导，您可以向消协寻求帮助。消协能够针对您的案件提供免费建议。有必要的話，消协也可以代表您与商家协商。相对的，您也可以到小额索偿法庭提呈案件

- **终止合约**

如果有必要终止合约，请向健身房要求一份终止合约的官方信件，并将信件保留。您也可以留意看终止合约是否附带什么条件或标准程序，特别是未使用的服务是否能退款



*为保护消费者的隐私，我们已将姓名更改。

CaseTrust Accredited Businesses

CASERTRUST GOLD FOR COMBINED STOREFRONT AND WEBFRONT BUSINESSES

Courts (Singapore) Pte Ltd
DP Credit Bureau Pte Ltd

CASERTRUST GOLD FOR STOREFRONT BUSINESSES

Brother International Singapore Pte Ltd
Commercial Investigations LLP
NTUC Fairprice Co-operative Ltd
Richard Hung Jewellers (Pte) Ltd
Stereo Electronics Pte Ltd

CASERTRUST GOLD FOR WEBFRONT BUSINESSES

Beeconomic Singapore Pte Ltd trading as Groupm Singapore

CASERTRUST-DSAS JOINT ACCREDITATION FOR DIRECT SELLING BUSINESSES

Agel Enterprises Pte Ltd
Amway (Singapore) Pte Ltd
Best World Lifestyle Pte Ltd
Creative Network International (S) Pte Ltd
DXN (Singapore) Pte Ltd
Elken (Singapore) Pte Ltd
Extra Excellence (S) Pte Ltd
Healthy Homes Marketing Pte Ltd
Herbalife International Singapore Pte Ltd
Modere Singapore Pte Ltd
Nu Skin Enterprises Singapore Pte Ltd
Qnet Pte Ltd
Usana Health Sciences Singapore Pte Ltd

CASERTRUST-NATAS JOINT ACCREDITATION FOR TRAVEL AGENCIES

Air Sino-Euro Associates Travel Pte Ltd
Albatross World Travel & Tours Pte Ltd
Holiday Guru Pte Ltd
Muhibbah Travel-Tours & Trading Pte Ltd
P2P Travel Exchange Pte Ltd
SingExpress Travel Pte Ltd
Super Travels Pte Ltd
Travel Star Pte Ltd

CASERTRUST-RCMA JOINT ACCREDITATION FOR RENOVATION BUSINESSES

9 Creation Pte Ltd
Add Space Design Pte Ltd
Artis Interior Pte Ltd
Carpenters.com.sg Pte. Ltd.
Ciseern by Designer Furnishings Pte Ltd
Design 4 Space Pte Ltd
Eight Design Pte Ltd
Inspire ID Group Pte Ltd
Luck Ann Construction and Renovation
One Design Travel Pte Ltd
Outlook Interior Pte Ltd
Rezt And Relax Interior
Sky Creation Design Pte Ltd
Space N Living Pte Ltd
The Two Big Guys LLP
U-Home Interior Design Pte Ltd
Vegas Interior Design Pte Ltd

CASERTRUST-SJA ACCREDITATION FOR JEWELLERY BUSINESSES

Asian Jewellery Pte Ltd
Aspial-Lee Hwa Jewellery Pte Ltd
Ban Cheong Jewellers Pte Ltd
Boon Lay Gems Pte Ltd
Chan Wai Jewellery Works

Chin Cheong Goldsmith
Chip Lee Goldsmith Jewellery
Citigems Pte Ltd
Foundation Jewellers Pte Ltd
Golden Watch Gold & Jewellery
Goldheart Jewelry Pte Ltd
Heng Heng Gold & Diamond Jewellery Pte Ltd
Ho Bee Goldsmith & Jewellery Pte Ltd
Hock Wah Jewellery
Lee Heng Jewellers
Luvenus Jewellery Pte Ltd
Me Heng Jewellery Pte Ltd
Ming Seng (Joo Chiat) Goldsmith
Ngee Soon Jewellery Pte Ltd
On Cheong Company Private Limited
Orient Goldsmiths & Jewellers Pte Ltd
Poh Seng Jewellers Pte Ltd
Raja Kings Goldsmith and Jewellers Pte Ltd
SK Jewellery Pte Ltd
SKJ Group Pte Ltd trading as Soo Kee Jewellery
Taka Jewellery Pte Ltd
Teck Lee Goldsmith & Jewellery
Teng Huat Jewellery Pte Ltd
Tin Sing Goldsmiths (Pte.) Limited
Yong Heng Goldsmith & Jewellery
Yuli Inc. - Fine Jewellery

CASERTRUST-SVTA JOINT ACCREDITATION FOR MOTORING BUSINESSES

Acfas Auto
Alfa Credit Pte Ltd
Apex Trading Pte Ltd
Auto Zoom Enterprise Pte Ltd
Autolink Holdings Pte Ltd
BKW Automobile Pte Ltd
Car Design Motor Pte Ltd
Car Times Automobile Pte Ltd
Chicago Associates
Fu Yip Motor Trading
Hoe Beng Auto Trading
Jack Cars Enterprise Pte Ltd
Jia Leong Trading Enterprise Pte Ltd
Lake View Credit Pte Ltd
Mayfair Motoring
Motor-East Pte Ltd
Motor-Way Credit Pte Ltd
Pang's Motor Trading Pte Ltd
Prime Cars Credit Pte Ltd
Prime Motor & Leasing Pte Ltd
Shuang Hup Credit Pte Ltd
Sing Wang Motor & Credit Pte Ltd
Starbright Auto Pte Ltd
Tan Wei Auto Pte Ltd
Tay Motor & Credit Pte Ltd
Think One Automobile & Trading Pte Ltd
Venture Cars Pte Ltd
Yong Lee Seng Motor Pte Ltd

CASERTRUST FOR AUTO ALLIED BUSINESSES

Hock Cheong Automec Pte Ltd
Huat Lee Batteries & Motor Service Pte Ltd
KATC Autotrans Pte Ltd
My Garage Motorsports Pte Ltd
Optima Werkz Pte Ltd
Riverview Auto Services Pte Ltd
Torque 5 Pte Ltd

CASERTRUST FOR COMBINED STOREFRONT AND WEBFRONT BUSINESSES

Lunch Actually Pte Ltd
Unique Motorsports Pte Ltd

CASERTRUST FOR EMPLOYMENT AGENCIES

121 Personnel Services Pte Ltd
21st Century Employment Pte Ltd

AA Overseas Employment Centre
Apex Employment Agency Pte Ltd
Assured Employment Services Pte Ltd
AUK Management Services Pte Ltd
Best Home Employment Agency Pte Ltd
Budget Employment Agency
Budget Employment Pte Ltd
Budget Employment Service Centre Pte Ltd
Enreach Employment Pte Ltd
Home Employment Agency Pte Ltd
Home Employment Service Centre Pte Ltd
Homekeeper International Pte Ltd
Homekeeper Jobplacement Pte Ltd
Island Maids Pte Ltd
Jas Employment Agency
Jas Employment Services
Loyal Employment Agency
Maid Management Services Pte Ltd
Nation Employment Pte Ltd
OK Maid Pte Ltd
Pro Maids
Team-up Resources Pte Ltd
United Home Employment Agency Pte Ltd
United Home International Pte Ltd

CASERTRUST FOR RENOVATION BUSINESSES

2nd Phase Design ID Pte Ltd
AD. I. Wrks Studio Pte Ltd
All About Designs Pte Ltd
Artrend Design Pte Ltd
D' Initial Concept Pte Ltd
De Chevron Carpentry Pte Ltd
De Exklusive ID Group Pte Ltd
Decor Werkz Pte Ltd
Edgeline Planners Pte Ltd
FC Group Pte Ltd
Home Guide Design & Contracts Pte Ltd
Ideal Design Renovation Pte. Ltd.
Image Creative Design Pte Ltd
JSR Design & Renovation Pte Ltd
Living Gaia Interior Pte Ltd
Promax Design Pte Ltd
Renozone Interior Design House
Spacious Planners Pte Ltd
The Wooden Platform Pte Ltd
Unimax Creative Pte Ltd
Urban Design House Pte Ltd
Urban Habitat Pte Ltd
Vertice Concepts Pte Ltd
Visual Dreams Pte Ltd
Weiken.Com Design Pte Ltd
Y-Axis I.D Pte Ltd
Zhuang Jia Home of Design

CASERTRUST FOR SPA & WELLNESS BUSINESSES

1069 Holistic Healthcare & Beauty Treatment Pte Ltd
21 Capital Pte Ltd trading as Lacquer & Spa
60 Min/Sec Pte Ltd under the brand name of Upper Thomson Spa
6th Element
78 Spa
A & Y Beauty Paradise Pte Ltd
A Dollar Massage
A Fond Boutique Spa Pte Ltd
A Fond Leisure Spa Pte Ltd
Acupuncture and Tui Na Chinese Medicine Centre
Adeline Face & Body Pte Ltd - Bishan
Adeline Face & Body Pte Ltd - Bugis
Adeline Face & Body Pte Ltd - Jurong
Adeline Face & Body Pte Ltd - Yew Tee
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre - Coronation2
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre (Coronation Plaza 1)
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre (Icon V)
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre -Bt Panjang Plaza
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre Holland Village
Adept Therapy Centre Pte Ltd under the brand name of Adept Therapy Centre Serene Centre
Adesa Professionals Pte Ltd under the brand name of Adesa Professionals
Adonis Beauty Consultants Pte Ltd under the brand name of Adonis - Jurong East
Adonis International Pte Ltd under the brand name of Adonis - Bukit Batok
Adonis Nuskin Pte Ltd under the brand name of Adonis - Ang Mo Kio
Adonis Nuskin Pte Ltd under the brand name of Adonis - Bedok North
Agyne Beauty Centre LLP under the brand name of Agyne Beauty Centre
Aiko Bodyworks
Alexis Links under the brand name of OPI Centre
Alive Alive Beauty House
All About Massage Pte Ltd under the brand name of Spa Infinity
Alleviate
Allure Beauty Saloon Pte Ltd
Allure Nail & Wellness Pte Ltd
Alpha World Pte Ltd
Amanda TTM Thai Medicine
Amarin Spa Pte Ltd under the brand name of Amarin Spa
Amore Fitness Pte Ltd under the brand name of Amore Boutique Spa - Hougang
Amore Fitness Pte Ltd under the brand name of Amore Boutique Spa - Bugis
An Qi Spa
Anantha Ayurvedic Health Care Pte Ltd - Buffalo Road
Anantha Ayurvedic Health Care Pte Ltd - Yishun
Ancient Dynasty 2 Pte Ltd under the brand name of Ancient Dynasty Massage & Spa
Anglo Thai Enterprises Pte Ltd under the brand name of Ayuthaya - The Royal Thai Spa - Bras Basah
Anglo Thai Enterprises Pte Ltd under the brand name of Ayuthaya - The Royal Thai Spa - TreeTops Executive Residences
Ani Thai Style
Ann's Nail Spa
Applied Metaphysics Pte Ltd under the brand name of ISAMS
APW Reflexology And Spa Pte Ltd
Art of Slimming & Beauty Care Pte Ltd
Ashi Beauty Wellness Under The Brand Name of Ashi Foot Reflexology
Ashi Beauty Wellness under the brand name of Ashi Foot Reflexology - East Coast
Ashi Foot Reflexology
Ashi Reflexology
Autumn Nail Spa
Autumn Nail Spa - #05-21
Autumn Wellness Studio Pte Ltd under the brand name of Autumn Spa
Avon Beauty Aesthetics LLP under the brand name of Avone Beauty Secrets
Ayyur Centre Pte. Ltd.
Ayyur Health Pte Ltd
Ayyurpharm International Pte Ltd
Ayush Ayurvedic Pte Ltd
Azalea Business Pte Ltd under the brand name of Rose Spa - Ang Mo Kio
Balik Kampung Private Limited under the brand name of Balik Kampung
Balinese Thai Wellness Pte Ltd
Balinese Thai Wellness Pte Ltd - Upper Thomson
Bao Zhi Lin Traditional Chinese Massage
Bao Zhi Tang Chinese Medicine And Therapy Centre
Baohitang Yangsheng Centre Pte Ltd - Chinatown Point
Baohitang Yangsheng Centre Pte Ltd- Excelsior
BB Beauty Pte Ltd
BB Beauty Pte Ltd under the brand name of BB Beauty - Collyer Quay
Beach Road Hotel (1886) Ltd under the brand name of Raffles Amrita Spa
Beacon Chinese Physician

Beauty Bay Pte Ltd
Beautiful Tips Pte Ltd under the brand name of Beautiful Tips
Beautiful Tips Pte Ltd under the brand name of Beautiful Tips - AMK
Beauty 100 (S) International Pte Ltd
Beauty Forever Saloon Pte Ltd - Ghim Village
Beauty 100 (S) International Pte Ltd - Bugis Village
Beauty Base
Beauty Essentials By Carman Pte Ltd
Beauty Mi Spa under the brand name of Ghim Moh
Beauty Hope Pte Ltd under the brand name of Beauty Hope
Beauty Mi Spa under the brand name of B.M. Spa
Beauty Nails Spa
Beauty Valley Pte Ltd under the brand name of Beauty Valley
Bellus De Charme
Berelex Singapore Pte. Ltd.
Best Healthcare Centre
Bien Etre Blind Massage
Blessed Health TCM Clinic
Blessed Seven Pte Ltd under the brand name of Beaute by Kew
Bloom Beauty And Wellness Pte Ltd
Blue Butterflies Pte Ltd under the brand name of Blue Butterflies Spa
Blue Sky Day Beauty Wellness
Blue Wave Spa
Bodywork Clinic Pte Ltd under the brand name of Beauty, Mums & Babies By Bodywork Clinic Pte Ltd
Bonafides Beaute Pte Ltd
Bonafides Beauticare Pte Ltd - Bukit Merah Central
Bonafides Beautimage Pte Ltd
Bonafides Beautique Pte Ltd - Ang Mo Kio
Bonafides Beautispa Pte Ltd
Bonafides Esthetic Centre
Botanique
Boutique Spa Pte Ltd
Capella Hotel, Singapore under the brand name of Auriga Spa
Caring Jean Trading under the brand name of Indulge Skin & Body Lab
Casa Javathai Spa
CC Thai Massage & Therapy
Celestial Sanctuary Singapore Private Limited under the brand name of Celestial Sanctuary Orchard
Chang Cheng Chinese Traditional Physician under the brand name of Chang Cheng Chinese Traditional Physician
Changi Life Style Pte Ltd
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Therapy Pte Ltd - Serangoon Garden
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - Bedok Point
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - Eastpoint
Chen Kang Foot Spa Pte Ltd under the brand name of Chen Kang Wellness - JEM
Chen Kang Therapy Pte Ltd trading as Cheng Kang Wellness Pte Ltd - Tampines
Chen Kang Wellness Pte Ltd trading as Chen Kang Wellness Spa Pte Ltd - Thomson
Chen Kang Wellness Pte Ltd trading as Chen kang Wellness Spa Pte Ltd - Yishun #03-54
Chen Kang Wellness Pte Ltd trading as Chen kang Wellness Spa Pte Ltd - yishun
Chen Kang Wellness Pte Ltd trading as Cheng Kang Wellness Spa Pte Ltd - WCP
Chen Kang Wellness Spa Pte Ltd under the brand name of Chen Kang Wellness - NEX
Chengmai Lanna Thai Massage
Chien Chi Tow Healthcare Pte Ltd
Chien Chi Tow Healthcare Pte Ltd - AMK
Chien Chi Tow Healthcare Pte Ltd - Clementi
Chien Chi Tow Healthcare Pte Ltd - Jurong East
Chien Chi Tow Healthcare Pte Ltd - Redhill Lane
Chien Chi Tow Healthcare Pte Ltd - Tampines
Chien Chi Tow Healthcare Pte Ltd - Tanjong Katong
Chien Chi Tow Healthcare Pte Ltd - Upper Cross
Chinese Medical Centre Pte Ltd trading as Da Zhong Tang Pte Ltd

CaseTrust Accredited Businesses

Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Bukit Merah Branch	Elegant Nails Pte Ltd under the brand name of Elegant Faces	He Yong Spa	JR Reflexology	Little Dot's Haven under the brand name of Haven Spa
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Choa Chu Kang Branch	Elegant Spa	Healing Arts	June Skin Care Therapy Pte. Ltd.	Live Spa
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Eunos Branch	Elements Wellness Pte Ltd under the brand name of Spa Elements	Healing Hands Mona Foot Reflexology	K Wellness Spa	Long Kang TCM Medical Pte Ltd
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Jurong Branch	Elements Wellness Pte Ltd under the brand name of Spa Elements - ION	Healing Thai Massage	Kaki Kaki Reflexology Life-Style Pte Ltd	Long Quan Beauty Spa
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Jurong West Branch	Elila Beauty	Healing Touch	Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #02-23	Lucky Thai Spa
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Punggol Branch(Punggol Plaza)	Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Ang Mo Kio	Healing Traditions	Kang Le Therapy & Reflexology Ctr under the brand name of Kang Le Therapy & Reflexology Centre - #B1-28	Lushkara Beauty & Bridal Services LLP
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Tampines Branch	Embrace Beauty Pte Ltd under the brand name of Embrace Beauty - Tampines	Healthfit Massage Therapy LLP	Kang Mei Beauty Centre	Lynn Aesthetic Pte Ltd
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Redhill Branch	Energy Therapy Centre	Healthland Pte Ltd	Kang Yuan Ge under the brand name of Kang Yuan Ge Spa	M Beauty Spa
Chinese Medical Centre Pte Ltd under the brand name of Chinese Medical Centre Yishun Branch	Estheva under the brand name of Estheva Spa	Healthy Bodies	Kanglin	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang Healthcare Centre - Tampines Central 1
Chinese Medical Centre Pte. Ltd. under the brand name of Chinese Medical Centre Hougang Branch	Everyday Spa	Heart Springs Spa (Hougang) Pte Ltd	Kenko Holdings Pte Ltd under the brand name of Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Chinatown Point	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang MKB TCM Wellness Centre - AMK 8
Chinois Spa Pte Ltd under the brand name of Chinois Spa @ Sheraton	Expert Beaute (JE) Pte Ltd under the brand name of Expert Beaute	Heart Springs Spa (Serangoon) Pte Ltd under the brand name of Heart Springs Spa	Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Esplanade	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Bedok North
Chinois Spa Pte Ltd under the brand name of Chinois Spa@Fort Canning	Expert Beaute (PL) Pte Ltd under the brand name of Expert Beaute	Herbal Footcare Health and Beauty Centre Pte Ltd - 01-15/16	Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Marina Square	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Clementi
Chop!Chop! Private Limited - Raffles	F5 Wellness Pte Ltd under the brand name of Rose Spa	Herbal Footcare Health And Beauty Centre Pte Ltd #01-03/04	Kenko Holdings Pte Ltd under the brand name of Kenko Healthy Family Foot Reflexology - Toa Payoh	Ma Kuang Chinese Medicine & Research Centre Pte Ltd under the brand name of Ma Kuang TCM Medical & Healthcare Centre - Westgate
Chop!Chop! Private Limited under the brand name of Chop!Chop! Pte Ltd - Marina	Family Wellness Healthcare Centre	Holo Traditional Chinese Medicine Clinic LLP	King Leisure Pte Ltd under the brand name of King Leisure Spa	Malayala Ayurveda Vaidyasala Pte Ltd
Chrysalis Spa Pte Ltd - AMK HUB	Fashion Nails Spa	Hong Cheng under the brand name of Keltina Health And Beauty Hub - Upper Thomson	King Leisure Spa Pte Ltd	Marina Bay Hotel Private Limited under the brand name of The Spa at Mandarin Oriental Singapore
Chrysalis Spa Pte Ltd - Bedok	Feng Sheng Zhong Yi Bao Jian Zhong Xin	Hong De Tang Chinese Physician & Traditional Therapy Centre	Kiray Face & Body Spa Pte Ltd	Marina Bay Sands Pte Ltd under the brand name of My Happy Feet
Chrysalis Spa Pte Ltd - Pacific Plaza	FL Spa Intelligence Pte Ltd - Chinese Swimming Club	Hong Yang Health Products & Foot Reflexology Centre	KJSG (Pte Ltd) under the brand name of March Wellness	Massage Master Pte. Ltd.
Chrysalis Spa Pte Ltd - Westgate	FL Spa Intelligence Pte Ltd - Far East Finance	Hot Spa Pte Ltd	Klaris Beauty Solutions LLP	Mavis Retreat Pte Ltd
Citi Beauty Pte Ltd under the brand name of Citi Beauty	FL Spa Intelligence Pte Ltd - Singapore Shopping Centre	Hut68 Pte Ltd under the brand name of Traditional Javanese Massage Hut	Kristos Group Pte Ltd under the brand name of My Happy Feet	Mei & Yasu Enterprise Pte Ltd
Citra Ayu Bridal Beauty & Spa	Fingerflex Pte Ltd under the brand name of Palace Spa	Hwa Xia Chinese Medicine & Therapy Centre	La Luna Spa	Mei Ya Beauty & Spa Pte Ltd
City Beauty Therapy	Four Seasons Hotel Singapore under the brand name of The Club At Four Seasons Hotel	Hygeia Pte. Ltd.	La Source Singapore Pte Ltd under the brand name of La Source Spa	Mei Yaa Foot Massage
Clarins Pte Ltd under the brand name of Clarins Skin Spa	Four Seasons Traditional Physiotherapy And Beauty Healthcare	Ichiban Foot Reflexology Centre	Lai Lai Massage	Meng Har Le Spa Pte Ltd trading as CITISPA
Colorful Nails	Fragrance Beauty & Slimming Treatment Hub	Ignite 88 Spa	Lampun Thai Spa	Merchant Court Pte Ltd under the brand name of Purovel Spa & Sport
Combined Chinese Medical Hall	Fukang Health Care Massage	Ikeda Spa Pte Ltd	Lavande Group Pte Ltd under the brand name of Lavande - Raffles	Mi Cara My Face Pte Ltd
Consummate Beauty Centre under the brand name of Consummate Beauty & Wellness	G Wellness Spa	Ikeda Spa Pte Ltd under the brand name of Ikeda Spa Prestige - Eu Tong Sen Street	Lavender Beauty & Health Wellness under the brand name of Lavender Spa	Microderme Aesthetics Pte Ltd under the brand name of HealSpa
Coral Cove Spa	G Spa Pte Ltd	Imperial Apple Spa Pte Ltd under the brand name of Imperial Apple Spa	Le Queenz Pte Ltd	MID Holdings Pte Ltd under the brand name of The White Panda Foot & Body Massage
Coral Ocean Wellness Pte Ltd under the brand name of Coral Ocean Wellness	Gallant Enterprise Pte Ltd under the brand name of Thumbelina	Imperial Spa Private Limited	Le Spa Group Pte Ltd under the brand name of Le Spa	Ming Zu Foot Reflexology Pte Ltd
Coral Sea Wellness Centre under the brand name of Tao Yuan Spa	Gang Sheng Pte Ltd under the brand name of Spellspa	Ina Spa Pte. Ltd. under the brand name of Ina Spa	Le Spa Wellness Pte Ltd under the brand name of Le Spa	MNR Spa under the brand name of S Spa
Corene Nail Spa Pte Ltd	Gao Mu TCM Therapy Centre under the brand name of Gao Mu TCM Therapy	Indulge Wellness Pte Ltd under the brand name of Indulge Skin & Body Lab	Le Zen Pte Ltd under the brand name of Jurlique Day Spa	Modern Beauty Salon (S) Pte Ltd under the brand name of Modern Beauty Salon - Malacca Street
Cosy Feet Pte Ltd	Garden Spa Pte Ltd under the brand name of Aramsa Spa	Inno-Workz Pte Ltd under the brand name of Ladyfinger - Ang Mo Kio	Legend Spa And Massage Pte Ltd	Modern Beauty Salon (S) Pte Ltd under the brand name of Modern Beauty Salon - Orchard Shopping Centre
Cozy Spa Private Ltd	GLO Diva Pte Ltd	Inno-Workz Pte Ltd under the brand name of Ladyfinger - Tampines	Li Hua Zhong Yi Tui Na Bao Jian Zhong Xin	Moonstone Spa
Crawford Development Pte Ltd under the brand name of Friccio Villa	Global Ayurvedic Centre Pte Ltd	Institut Care & Balance Beauty Workshop Pte Ltd	Li Li Mei Rong Ge	Moxibustion Healing & Wellness Centre Pte Ltd under the brand name of Moxibustion Healing & Wellness Centre - Ghim Moh
Crawford Development Pte Ltd under the brand name of Friccio Villa - River Valley	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Hill Street	IPPO Wellness Pte Ltd under the brand name of IPPO Wellness	Li Xi Beauty & Wellness	My Foot International Pte Ltd trading as Airport Wellness Oasis
D Sparadise	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Raffles Town Club	IS Spa	Lian Xin Wellness Spa	My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Great World
Da Jiao Yin Zu Dao	Global Wellness Holding Pte Ltd under the brand name of Body Contours - Roxy Square	ISpa Wellness	Lifespa (Bugis) Pte Ltd	My Foot Reflexology Pte Ltd under the brand name of My Foot Reflexology - Midpoint Orchard
Daisho Development Singapore Pte Ltd under the brand name of Heavenly Spa By Westin TM	Global Wellness Holding Pte Ltd under the brand name of Passage Lifestyles	J Edition Pte Ltd under the brand name of Thumb Sanctuary Spa	Lifespa (Bugis) Pte Ltd under the brand name of Lifespa - #04-01	Nail Addition under the brand name of Nail & Massage Addiction - Temasek Boulevard
Dandy-Lion Holdings Pte. Ltd. Trading as SUNdetox	GM DermaPlus Wellness Pte Ltd under the brand name of GM DermaPlus Wellness	J Spa	Lifespas Slender's Bodyrite Pte Ltd	Nail Glamour Pte Ltd
De Beaute (SSC) Pte Ltd - #01-01/10	Gold Art Wellness Spa Pte. Ltd. under the brand name of Gold Art Wellness Spa	J&J Therapeutic N Wellness	Lim plus Nail (S) Pte. Ltd. under the brand name of kiyone+Lim	Nail Studio (Libra)
De Beaute (SSC) Pte Ltd - #B1-00	Golden Bay Beauty & Body Care	J&S Medi Spa Pte Ltd under the brand name of Lancome Beauty Institute	Lin Jia TCM Wellness Centre	Nail That Look Pte Ltd under the brand name of Nail That Look
De Beaute Beauty & Slimming Pte Ltd - International Plaza	Golden Triangle Thai Massage Pte Ltd	Jas-Indulge Pte Ltd under the brand name of Jas-Indulge	Lin Lin Tuina	
De Beaute Beauty & Slimming Pte Ltd - Roxy Square	Golden Wheat Spa Pte Ltd under the brand name of Elise Spa	JBS Ayurvedic Healthcare Pte Ltd under the brand name of Amrita Ayurvedic Centre	Lin Spa	
De Belle Pte Ltd under the brand name of Sense by De Belle	Good Hope Foot/Body Massage	JBS Healthcare Pte Ltd	Lin Xing TCM Pte Ltd under the brand name of Ling Xin TCM	
De Pure Spa	Goodlady TCM & Beauty (Pte Ltd)	Jean Yip Salon Pte Ltd under the brand name of Jean Yip the Loft	Ling Xin TCM Center Pte Ltd under the brand name of Ling Xin TCM	
Dinnah Wellness & Medispa For Woman	Grand Hyatt Singapore under the brand name of Grand Hyatt Singapore Damai Spa	Ji Shi TCM(Traditional Chinese Medicine)	Ling Xin TCM Center Pte Ltd under the brand name of Ling Xin TCM	
D'JK Spa Pte Ltd under the brand name of D'Zen Spa	Great Wall Acupuncture Clinic under the brand name of Great Wall TCM Clinic	Jia Le Beauty Salons	Lis D Beaute	
Donna Spa Pte Ltd under the brand name of Donna Beauty	Green Apple Spa Pte Ltd under the brand name of Green Apple Spa	Jia Yu Beauty Village - Bukit Batok		
Donna Spa Pte Ltd under the brand name of Donna Beauty - Jurong	Green Apple Spa @ Siglap Pte Ltd under the brand name of Green Apple Spa	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - #01-282		
Dream Skin Beauty Wellness	Green Apple Spa	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend TCM Centre - West Coast Drive		
Du Du Beauty Pte Ltd under the brand name of Du Du Beauty	Green Apple Spa	Jian Kang Zi Yew Pte Ltd under the brand name of Health's Friend Wellness Centre - West Coast Road		
D'Zen Spa under the brand name of SG Family Spa	Green Apple Spa	Jin Sheng Tang Chinese Medicine Centre under the brand name of Jin Sheng Tang Wellness Spa		
Earth Spa Inc Pte Ltd under the brand name of Earth Spa	H & W Spa Pte Ltd under the brand name of H & W Spa	Jin Sin Spa under the brand name of JS Spa		
Eastern Healthcare & Reflexology Centre Pte Ltd	H.D.B. Beauty & Spa	Jin Yuan Reflexology		
Elegance Beauty & Slimming Centre Pte Ltd	H.D.B. Beauty & Spa - Chai Chee	Joneling Chi Spa Pte Ltd under the brand name of Joneling Chi Spa House		
	Ha Kang Traditional Therapy	Jovial Beauty Care Pte Ltd under the brand name of Q Spa		
	Han Dynasty Wellness Spa Pte Ltd under the brand name of Han Dynasty Massage & Spa	JQ2 Spa Pte Ltd under the brand name of JQ Spa		
	Hana Body Wellness	JQ3 Spa LLP under the brand name of JQ Spa		
	Haozailai Wellness Spa			
	Hara Healthcare Pte Ltd under the brand name of Hara Massage			

CaseTrust Accredited Businesses

Narcissus Hairdressing & Beauty Wellness under the brand name of Narcissus Hairdressing and Beauty Wellness
 Natural Chinese Medical Centre
 Natural Impressions Pte Ltd under the brand name of Shimmer & Shine
 Nature Beauty & Therapy Centre under the brand name of Healing @ Spa
 Nature TCM under the brand name of Alma Beauty & Spa
 Naturecare Oriental Massage LLP
 Natureland Care Pte Ltd under the brand name of Natureland
 Natureland Clinic Pte Ltd under the brand name of Natureland
 Natureland Group Pte Ltd under the brand name of Natureland
 Nella's Nails And Beauty Centre Pte Ltd under the brand name of Nella's Nails And Beauty Centre
 New V Spa
 New Wellness Spa
 New YouHao
 NFU.OH Boutique Nail Pte Ltd under the brand name of NFU.OH Boutique Nail Creation
 Ng's Chinese Medical Hall
 Nimble Knead LLP
 Nopphawan Massage & Spa Pte. Ltd.
 Northeast Traditional Therapy Centre
 O2 Spa Pte Ltd under the brand name of O2 Spa
 OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - East Coast
 OD Wellness International Pte Ltd under the brand name of Ou Di Foot Spa And Wellness - Neil Road
 Okay Foot Reflexology
 Okay Foot Reflexology - Sin Ming
 OM Vedic Heritage Centre Pte Ltd
 One Farrer Spa Retreat under the brand name of One Farrer Pte Ltd
 One Spa 1
 Oneness Inc. Wellness Concept Pte Ltd under the brand name of Le Spa
 Orchid Spa & Wellness
 Oriental Therapy Pte Ltd - Alexandra
 Oriental Traditional Therapy Pte Ltd
 Oscar Foot & Body Massage
 Our Solution Pte Ltd
 Our Solution Pte Ltd - Jurong
 Pacific Gem Wellness Pte Ltd under the brand name of All About Me
 Palace Spa
 Pan Pacific Hotels Group Limited under the brand name of St. Gregory At PARKROYAL on Beach Road
 Parkroyal Pickering Hotel Pte Ltd under the brand name of St. Gregory at Parkroyal on Pickering
 Pattaya Fingerpress Fitness Centre
 Peace Family TCM Clinic Pte Ltd under the brand name of Peace Family TCM Clinic
 Petals by Flora LLP under the brand name of Petals By Flora
 Pine-Top Pte Ltd under the brand name of Pine Spa
 Praise Beauty (S) Pte Ltd
 Precious Foot Reflexology
 Pretty Relax Pte Ltd
 Pretty Young Beauty & Slimming Centre under the brand name of Pretty Young Foot Reflexology
 Pretty Young Beauty & Slimming Centre Under The Brand Name Of Pretty Young #01-246
 Princess Nails Salon
 Pro-Beau Pte Ltd under the brand name of Shimmer & Shine
 ProSlim International Pte Ltd under the brand name of ProSlim
 Prosperous Spa Pte Ltd
 Pure Angel Pte Ltd
 Q S Spa
 Q1 Spa
 Qian Qian Yu Shou
 Qian Zu Yuan
 Qin Spa
 Qing Wellness Pte Ltd under the brand name of Rimba Spa
 Qing Zhu Fang

Qing Zhu Fang - Opal
 QiYu Beauty & Wellness Pte Ltd under the brand name of You & Me Spa
 RW Spa under the brand name of RW Wellness Centre
 Rabbit Foot Massage And Therapy Pte. Ltd. under the brand name of Rabbit Foot Massage And Therapy
 Rael Pte Ltd under the brand name of Spa Rael
 Rayswift Chinese Medicine Centre
 RC Hotels Pte Ltd Trading as Willow Stream Spa
 Red Dot Wellness Spa
 Refresh Plaza Pte Ltd under the brand name of Refresh Bodyworks
 Regina International Pte Ltd under the brand name of Regina Hair Skin Body Specialist - 100AM
 Rejuvenate under the brand name of Rejuvenate Spa - Bali Lane
 Relax Bay under the brand name of No.9 Massage & Spa
 RelaxPro International
 Resorts World At Sentosa Pte Ltd under the brand name of ESPA
 Revive Group Pte Ltd under the brand name of Revive Wellness
 Riyuetan under the brand name of Riyuetan Spa
 RSVP Holdings Pte Ltd under the brand name of Jawed Habib Hair & Beauty Salon
 Ru Xin Spa
 S Spa
 S&N Spa Pte Ltd under the brand name of S&N Spa
 Sabaai Sabaai Group Pte Ltd
 Samm Nail Spa Pte Ltd
 San Duo Traditional Physician Center
 Scent Discovery Face & Body Wellness Pte Ltd
 Scenutary Lifestyle Pte Ltd
 Seasons Expression Pte. Ltd.
 Secret Wellness Pte. Ltd.
 Sensational Spa & Wellness Pte Ltd
 Senses Wellness Spa Pte Ltd under the brand name of Ling Xin TCM
 Sensuous Beauty Pte Ltd
 Serene Spa
 Serene Spa - Upper Thomson
 SG Bodycare
 SG5 Spa
 Shambhala Yoga Centre Pte Ltd under the brand name of Como Shambhala
 Shan Traditional Therapy
 Shangri-La Hotel Limited trading as CHI The Spa
 Shape Up House Singapore Pte Ltd under the brand name of Beauty Spa Miss Paris and Dandy House
 Shuang Spa LLP
 Shugar Spa
 Si Mei TCM Centre LLP
 Siam Traditional Finger Pressure Centre
 Silhouette International Academy Pte Ltd under the brand name of Spa Longevite
 Silhouette International Academy Pte Ltd under the brand name of Spa Longevite - Cuscaden
 Silk Spa - Beach Road
 Silk Spa - Jalan Sultan
 Simply Great Pte Ltd Under The Brand Name Of Loong Spa
 Sin Kang Traditional Therapy - 100AM
 Sin Kang Traditional Therapy - Tanjong Pagar Plaza
 Singapore HLH Pte Ltd under the brand name of HLH Beauty & Wellness - 02-408
 Singapore HLH Pte Ltd under the brand name of HLH Beauty & Wellness- 01-408
 Singapore Marriott Tang Plaza Hotel under the brand name of The Retreat Concepts Pte Ltd
 Skin Miracles Pte Ltd
 Skywalker International Pte Ltd under the brand name of Royal Home
 SL Hair & Beauty Slimming Centre Pte Ltd
 Soul Relief Spa'ssage And Body Wellness
 Soul Relief Spa'ssage and Body Wellness - St 1
 Southern Spa - AMK Branch
 Spa at Loewen Pte Ltd under the brand name of Trimmings & Spa
 Spa Aurora Pte Ltd
 Spa Club At Beach Road Investments Pte Ltd under the brand name of Spa Club at Beach Road
 Spa D Lite

Spa D' Raviver
 Spa De Beaute
 Spa De Sente
 Spa Empire Private Limited under the brand name of Four Seasons Spa
 Spa Valley Pte Ltd under the brand name of SSI Wellness Place
 Spa-1 Wellness Centre Pte Ltd
 Spacio Beauty Pte Ltd - #01-229 Clementi
 Red Dot Wellness Spa
 Spacio Beauty Pte Ltd - Marine Parade
 Spacio Beauty Pte Ltd - Toa Payoh
 Spajelita Pte Ltd under the brand name of Spajelita Spalogy LLP
 Splendid Overseas Pte Ltd under the brand name of Be Sanctuary Spa - Tampines
 Spring Melody Spa
 Sri Bayu Balinese Spa Pte Ltd
 St. Regis Hotel Singapore under the brand name of Remede Spa
 Star Shine Wellness
 Stary Traditional Massage
 Statrice Spa Pte Ltd
 Stella Wellness Centre Pte Ltd
 Sun Flower Spa
 Sunflower Aroma Therapy
 Sunflower Wellness under the brand name of Mu Lan Hua
 Sunshine Ocean Pte Ltd
 Supreme Lifestyle-International LLP under the brand name of Cavallo Spa
 Swan Nail Glamour
 SwissBrands Singapore Pte Ltd under the brand name of Ede's Spa - Tanjong Rhu
 T D Spa
 T2 Beauty Nails
 Tang Dynasty Spa (Pte.) Ltd. under the brand name of Tang Dynasty Massage & Spa
 Tang Dynasty Wellness Spa under the brand name of Tang Dynasty Massage & Spa
 TCM TIME
 Tea Tree Wellness Pte Ltd under the brand name of SPAZE
 Tea Tree Wellness Spa Pte Ltd Trading as Tea Tree Wellness Pte Ltd
 TG Traditional Massage Pte Ltd
 Thai Chiangrai Spa Massage under the brand name of Avon Spa
 Thai Relax Spa LLP
 The Amenity Pte Ltd
 The American Club under the brand name of Sen Spa
 The At Work Group Pte Ltd under the brand name of Lush
 The Best Acupuncture Centre Pte Ltd under the brand name of The Best Acupuncture Centre
 The Body-Lab Waterspa
 The Fullerton Spa
 The Hair Secrets Beaute Care Private Limited
 The Label Pte Ltd under the brand name of New Oriental Spa
 The Luxe House Pte Ltd under the brand name of The Luxe House
 The Massage Guru under the brand name of The Coffee Spa
 The Nail Status Pte Ltd - Far East
 The Nail Status Pte Ltd - Sengkang
 The Pan Pacific Hotel Singapore under the brand name of St. Gregory At Pan Pacific Singapore
 The Retreat Concepts Pte Ltd under the brand name of Aurora Spa
 The Singapore Resort & Spa under the brand name of So Spa
 The Ultimate Pte Ltd - Bukit Batok
 The Ultimate Pte Ltd - Shaw Centre
 The Ultimate Pte Ltd under the brand name of Adeva Spa
 The Viet Nails
 The White Spa Pte Ltd
 Theme Of Beauty Pte Ltd under the brand name of Theme of Beauty
 Ti Tien Spa
 Tian Di Health Spa
 Tianyou Tradition Chinese Medical Clinic under the brand name of Tianyou TCM Clinic
 Tony Management under the brand name of Spa Lifestyle Beauty & Care Pte Ltd

Total Wellness Therapy Pte Ltd under the brand name of Le Petit Spa
 Touch On Asia
 Traditional Foot Wellness Pte Ltd
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Jurong Kechil
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House Of Traditional Javanese Massage & Beauty Care - East Coast
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Goldhill
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Pasir Panjang
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House of Traditional Javanese Massage & Beauty Care - Sembawang
 Traditional Javanese Massage And Beauty Care Pte Ltd under the brand name of House Of Traditional Javanese Massage- Bukit Timah
 Traditional Javanese Massage Hut WCP Pte. Ltd. under the brand name of Traditional Javanese Massage Hut
 Traditional Spa
 Tree House Spa
 Tropical21
 TT Quick Massage Pte Ltd under the brand name of TT Quick Massage
 TT Quick Massage Pte Ltd under the brand name of TT Quick Massage -Century Square
 TTQM Holdings Pte Ltd trading as TT Quick Massage Pte Ltd
 TTQM Holdings Pte Ltd trading as TT Quick Massage Pte Ltd - Nex
 Ty Trade Pte Ltd under the brand name of TY Spa
 U Refresh Spa
 U-Beauty Holistic Wellness under the brand name of U Beauty Salon
 Unique Spa
 UOL Claymore Investment Pte Ltd under the brand name of St. Gregory at Pan Pacific Orchard
 Urban Spa
 V Beauty Wellness Spa under the brand name of V Spa
 V Wellness Spa
 Vedure Pte Ltd under the brand name of Vedure Mediboutique
 VIP 518 Spa Pte. Ltd. under the brand name of VIP Beauty & Slimming Spa
 Voguish Selections Pte Ltd under the brand name of Voguish Selections
 W Singapore Sentosa Cove Hotel under the brand name of Away Spa
 Wan Lin Healthcare Centre Pte Ltd
 Wanita De Asian Spa Pte Ltd
 Wannian Slimming & Beauty Treatment Centre Pte Ltd
 Warisan Spa Pte Ltd
 Wayan Retreat Wellness Spa Pte Ltd
 Wei Mei TCM Healthcare & Therapy Centre under the brand name of Wei Mei Spa
 Wei Spa
 Wellness & Care Pte Ltd under the brand name of Sauna Detox Center
 Wellness Space Pte Ltd under the brand name of Wellness Space
 Wen Xin Tuina
 Win Spa
 Xi Yuan Foot Spa
 Xi Yuan Foot Spa - 91 Jalan Sultan
 Xiao Xue Pte Ltd under the brand name of Ru Yi
 Xiaoxi Foot Reflexology Centre under the brand name of Xiaoxi Deep Tissue Massage Centre
 Xin Rong Beauty Life
 Xin Yu Foot Spa
 Xin Yu Foot Spa - Bedok
 Xin Yu Foot Spa - Toa Payoh
 Xin Yuan Wellness
 XingLong Therapy Centre
 XingMei Spa
 Xuan Beauty & Spa
 Y S Beauty Salon

Y S Beauty Salon - Bukit Batok
 Yang Guang Zhong Yi
 Yang Sheng Centre
 Yelin Enterprises Pte Ltd
 Yelin Services Pte Ltd under the brand name of The Best Acupuncture Centre
 Yeping Beauty Treatment House
 Yi Chun Ge Spa Pte Ltd under the brand name of Yi Chun Ge Spa
 Yi Shui Fang Massage
 Yi Xin TCM Medical Clinic
 Yi Zhen Reflexology & Beauty Centre Pte Ltd - Bishan
 Yi Zhen Reflexology & Beauty Centre Pte Ltd - Clementi
 Yin Qian Ge
 Youme Beauty & Wellness Pte Ltd under the brand name of You Me Spa
 Yu Sheng Tang (TCM) Clinic
 Yu Sheng TCM Health & Therapy Centre under the brand name of Essence Spa
 Yu Ya Beauty & Health Centre Pte Ltd
 Yuan TCM Wellness Pte Ltd
 Yue Yuan Beauty Spa
 Yun X&W Pte Ltd under the brand name of Eco Wellness Spa
 Zen Beauty Pte Ltd - #03-85/90
 Zen Wellness - Cuppage Plaza
 Zheng Hong Pte Ltd under the brand name of ZhengHong Spa
 Zone Spa
 Zulu Reflexology Pte Ltd
 Zuyu Lin Reflexology & Health Centre - Geylang Road
 Zuyue Foot Reflexology Pte Ltd under the brand name of Zuyue Body Wellness & Foot Spa
 Zuyue Foot Reflexology Pte. Ltd. under the brand name of Zuyue Body Wellness & Foot Spa - #02-333

CASETRUST FOR STOREFRONT BUSINESSES

@bsolute Solutions Pte Ltd
 All Best Air-Conditioning & Electric Pte Ltd
 AOX Pte Ltd
 Audio House Marketing Pte Ltd
 Azora Curtain Pte Ltd
 Azora Lighting Pte Ltd
 Azora Studio Pte Ltd
 BC Globe Pte. Ltd.
 Casket Fairprice Pte Ltd
 ChoiceCycle CCTV Pte Ltd
 Credit Bureau (Singapore) Pte Ltd
 Direct Funeral Services Pte Ltd
 Elite Deco Pte Ltd
 Evorich Manufacturing Pte Ltd
 Gold N Gems Pte Ltd
 Kemp Singapore Pte Ltd
 Kemp Trading
 Memory World (S) Pte Ltd
 MoneyMax Financial Services Ltd
 Mount Vernon Sanctuary Pte Ltd
 Ndroid Pte Ltd under the brand name of iRepair
 Nu Photo Private Limited
 Royal Sense Pte Ltd
 SFS Care Pte Ltd
 Skap Logistics Pte Ltd
 Star Furniture Pte Ltd
 Sungei Emas Pte Ltd
 The Curtain Boutique (S) Pte Ltd
 Valueaux Group Ltd
 White Horse Ceramic (S) Pte Ltd
 Yew Lee Heng LP-Gas Trading Pte Ltd

CASETRUST FOR WEBFRONT BUSINESSES

Agency For Integrated Care Pte Ltd
 Cat & The Fiddle Pte Ltd
 Fun Link
 Sistic.com Pte Ltd

Subscription Form

Hope you have enjoyed reading **The Consumer**.

If you would like to subscribe, just fill up the form below and send it back to us; one year's subscription (4 issues) cost just \$13.00 (UP:\$20.00)!

Name (Dr/ Mr/ Mrs/ Miss/ Mdm)*:	
Company / Designation (if applicable):	
Address:	
Telephone (Home / Office):	
Telephone (Mobile):	
Email:	
Date:	Signature:

Please tick (✓) subscription rate:

1 year (4 issues) - \$13.00 (UP: \$20.00)

2 years (8 issues) - \$26.00 (UP: \$40.00)

3 years (12 issues) - \$39.00 (UP: \$60.00)

Enclosed cheque/money order of S\$ _____ Cheque No _____ Bank _____
being payment for subscription indicated above. The Cheque should be made payable to "CASE", mail to: "The Consumer" Subscription, Consumers Association of Singapore (170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621)

* Delete where inapplicable

CASE Membership for Organisations

Join CASE as a corresponding or institutional member and enjoy the following benefits:

Access to CASE publications

Quarterly magazine,
The Consumer
Legislative guidebooks
Informative brochures

Seminars

1 free Fair Trading & You Seminar
(Members to provide admin support and venue)

Subsidised rates for subsequent seminars

Please call **6461 1882** to enquire

Benefits to Staff of corresponding members

Automatic CASE membership (U.P. \$26.75 per year)

Subsidised rate when you subscribe to The Consumer (\$13.00 vs U.P. \$20.00)



CASE Membership for Individuals

Join us as a CASE member for \$26.75 a year and receive:

CASE assistance by paying only admin fee (\$10.70 and above)

Access to CASE publications

Access to direct contact details of CASE Officers

Subsidised rates or free entry to seminars, events and forums organised by CASE or CASE partners

Please visit www.case.org.sg to download membership form

Not a member?

You can still call CASE hotline: **6100 0315**

Or walk in to our CASE office to receive advice at no charge

*All prices are inclusive of GST.