



CONSUMERS
ASSOCIATION
OF SINGAPORE

ANNUAL REPORT 2019/2020

WE
INFORM

WE
HEAR



WE
EDUCATE

WE
PROTECT



VISION
A consumer-friendly
Singapore

MISSION
To champion consumers'
interests and promote
fair trading



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CASE CENTRAL COMMITTEE (2018 – 2021)

Under Article 7 of the CASE Constitution, the Central Committee is responsible for the general control of CASE's business and affairs and the execution of CASE's policy. In 2019/2020, there were six Central Committee Meetings held once in every two months.

President

Mr Lim Biow Chuan

Vice-Presidents

Professor Ang Peng Hwa

Mr Karthikeyan S/O R Krishnamurthy (until October 2019)

Mr Melvin Yong Yik Chye (from November 2019)

Mr Toh Yong Chuan

Treasurer

Dr Toh Mun Heng

Assistant Treasurer

Mr Richard Lim Teong Seng

Members

Ms Dolly Goh (until February 2020)

Ms Eleanor Lin Youshan

Dr Gary Low Wing Li

Mr Jayems Dhingra

Mr John Ng Lee Chye

Mr Lee Cheow Han

Mr Linus Ng Siew Hoong

Mr Melvin Yong Yik Chye (until October 2019)

Mr Mohamad Bin Abu Bakar

Ms Moi Sok Ling

Mr Robin Foo

Mr Tan En Shyang

Mr Toh Kok Seng

Secretary

Mr Loy York Jiun

Trustees

Mr Oscar Oliviero

Mr Tong Kok Yeo



PRESIDENT'S MESSAGE



2019/2020 had been an eventful year for CASE. We remind ourselves constantly on the need to remain relevant and responsive to the needs of consumers on the ground.

To empower consumers on their rights to choose and compare, we launched two new initiatives, Price Kaki and Fuel Kaki. Price Kaki is a mobile application that helps consumers compare prices of household essentials and hawker food. It piloted in three towns in September 2019, and based on the positive feedback received, we launched the application nationwide on 26 June 2020. Fuel Kaki is a retail fuel price comparison website that helps consumers estimate the prices they will pay for fuel after factoring in the various promotions by the fuel retailers and their loyalty partners. It was launched in January 2020 to help motorists stretch their dollar when they refuel. The response from consumers had been encouraging, and we will continue to explore ways to improve the user experience for both initiatives.

With the evolving digital landscape, CASE observed an increasing trend of consumer complaints against online merchants. In January 2019, CASE flagged out Fashion Interactive, an e-commerce retailer, for misleading consumers into signing up for a recurring membership subscription. We invited them to sign a Voluntary Compliance Agreement (VCA), but they declined to do so. CASE then referred the matter to the Competition and Consumer Commission of Singapore (CCCS) for investigation and enforcement. CCCS had since obtained a court injunction against Fashion Interactive in January 2020 to compel them to cease the unfair practices. CASE will continue to look out for merchants that prey on consumers with unfair practices so that consumers can shop with peace of mind.

Raising Consumer Awareness

In line with changing consumer habits and the increasing popularity of online shopping, CASE embarked on a three-month online campaign to educate consumers on the importance of prepayment protection when making online purchases. Our educational comic strips conveyed key messages, such as filing a chargeback claim in the event of non-delivery of goods and services. The campaign ran from January to March 2020 and garnered over 5.8 million views.

Over the same period, we ran a parallel campaign on the in-train panels for trains on the East-West, North-South and Circle Lines. The campaign reminded consumers to look out for pre-selected boxes and unwanted add-on products when shopping online.

Strengthening Legislative Protection and Enforcement

CASE also takes a proactive role in improving the existing consumer protection framework in Singapore. In 2019/2020, we submitted comments on CCCS's Guidelines on Price Transparency, which was developed to guide merchants to communicate their prices clearly to consumers. The Guidelines were released after CASE's engagement with Jetstar Asia Airway, Scoot Tigerair, and Singapore Airlines, where they agreed to cease the practice of pre-selection of travel insurance for consumers purchasing air tickets on their online platforms.

On enforcement, CASE signed VCAs with the following entities in the beauty industry for complaints on pressure sales tactics: 13 entities under the Joyre and Jiale brand; 18 entities under the Ecoin and New Station brand; and 4 entities under the Salon One brand. With the VCAs, these businesses have committed to stop their unfair practices. We will continue to monitor the beauty industry very closely and will not hesitate to take further actions so that consumers are not being taken advantage of.

Promoting Fair and Ethical Trading

In addition to educating consumers and taking action against errant businesses, CASE promotes fair and ethical trading among businesses so that consumers can shop with peace of mind. This is done through our CaseTrust accreditation schemes. As at 31 March 2020, CaseTrust had accredited a total of 791 entities.

We are heartened to see an increase of accredited renovation contractors from 20 in March 2018 to 66 as at March 2020. With the Renovation Scheme, consumers are protected through the use of CaseTrust standard contracts, deposit protection bond which safeguards consumers' deposits from sudden business closure, and mediation should disputes arise.

To remain relevant to the evolving marketplace, CaseTrust has started work on enhancing its Storefront, Renovation, and Motoring Schemes. CaseTrust will also continue to work closely with industry players and ensure that only businesses that are committed to fair and ethical trading are accredited.

Consumer Product Safety

CASE also looks into the interests of consumers in the area of product safety and standards. In 2019/2020, we commissioned a test on 25 shampoos sold in Singapore for allergy-causing substances. Prolonged exposure to such substances can cause skin irritation and allergic skin reactions. One shampoo sample was found to have allergy-causing substances that exceeded the regulatory limit by more than three times. We alerted the Health Sciences Authority, which then ordered the relevant companies to stop sales and to recall the product.

Ethical Advertisements

The Advertising Standards Authority of Singapore (ASAS), an advisory council to CASE, promotes ethical advertising in Singapore. Through this, consumers are protected against questionable or unethical advertising practices.

In 2019, ASAS received 359 feedback, of which most feedback were given in relation to the Finance industry. In one case, a consumer had complained against a remittance business for imposing additional charges when its advertisement claimed to have "no sneaky charges". Eventually, ASAS directed the advertiser to include a warning to alert consumers to check with the recipients if their banks charged additional fees during the remittance process, to which the advertiser complied.

ASAS also participated in consultations on measures to reduce the consumption of sugar-sweetened beverages in Singapore organised by the Ministry of Health (MOH) and the Health Promotion Board. Following the consultations, MOH announced that a labelling system for sugar content in pre-packaged beverages would be implemented by end-2021.

Appreciation to Outgoing Central Committee Members

On behalf of CASE, I would like to record my appreciation to Mr Karthikeyan S/O R Krishnamurthy and Ms Dolly Goh, both of whom had stepped down from the Central Committee. CASE had greatly benefited from their contributions over the past years. I would also like to introduce Mr Melvin Yong Yik Chye, who had been elected Vice-President.

Future Outlook

The progress made in 2019/2020 would not have been possible without the strong support of the various stakeholders such as our members, volunteers, unions, government agencies, industry groups, and trade associations.

We expect 2020/2021 to be a challenging year. As the economy deals with the impact of the Coronavirus Disease 2019, there is a greater urgency to ensure consumers' interests remain protected. We will do our best to work with the relevant stakeholders to educate consumers and promote fair trading in the marketplace.

CASE looks forward to celebrating our 50th anniversary in 2021. The landscape today might be different from our early days, but we remain committed to our mandate of protecting, educating, and empowering consumers. I look forward to your continued support as we work towards this significant milestone.

Lim Biow Chuan

President

PROCEEDINGS OF CASE'S 46th ANNUAL GENERAL MEETING

Date: 28 June 2019
Time: 2.30pm

**Venue: Concourse 1, Singapore Manufacturing Federation,
2985 Jalan Bukit Merah, SMF Building**

Members Present

At 2.30pm, Mr Loy York Jiun, the Secretary of the CASE Central Committee, announced that the quorum had been met and the meeting could commence.

The attendance at the commencement of the 46th Annual General Meeting (AGM) was as follows: 33 Ordinary/Life Members and 5 Founder/Institutional Members.

1. Address by Mr Lim Biow Chuan, President, CASE

- 1.1 Mr Lim began his address by welcoming and thanking all CASE Members and Institutional/ Founder Members for their presence at CASE's 46th AGM.
- 1.2 Mr Lim updated that CASE had, in the past year, built on the momentum of previous years and made steady progress in protecting and empowering consumers. One of the milestones in consumer protection was that the Competition and Consumer Commission of Singapore (CCCS) had obtained an injunction against SG Vehicles to stop them from engaging in unfair practices under the Consumer Protection (Fair Trading) Act (CPFTA). This came after CASE had referred SG Vehicles to CCCS, upon the supplier rejecting CASE's invitation to enter into a Voluntary Compliance Agreement (VCA) to cease the unfair practices. With the injunction granted, SG Vehicles was now prohibited from engaging in unfair practices.
- 1.3 In terms of consumer empowerment, Mr Lim announced that CASE, supported by the Ministry of Trade and Industry, was in the process of developing a price comparison mobile application to help consumers compare prices of common household items, groceries and cooked food. This mobile application aimed to empower consumers to exercise their right to choose, make informed purchasing decisions in their day-to-day consumption, and stretch their dollar. Apart from the mobile application, CASE would also be establishing a panel comprising of relevant stakeholders such as merchants' association, unions and grassroots leaders to look into ground feedback and deter unfair pricing of essential items. Mr Lim added that as CASE was currently working to operationalise these initiatives, more details would be shared in future.

Consumer Outreach and Education

- 1.4 On the matter of consumer outreach and education, Mr Lim added that CASE had continued to focus its efforts in consumer education, and to raise awareness of CASE as a dispute resolution avenue for consumers who require assistance in resolving disputes with businesses. Further, in light of the rising number of complaints received against the Motorcars, Beauty and Renovation Contractors industries in recent years, CASE also focused extensively on educating consumers on the steps they could take to protect themselves through various talks, seminars and roadshows.

- 1.5 In addition, to raise awareness on the risk of prepayment losses and how prepayments could be better protected and to advise consumers to reconsider when shopping via platforms which offer little or no protection for their prepayments, CASE had also put up educational messages on MRT in-train panels on the East-West, North-South and Circle Lines trains. The education messages reminded consumers to shop on e-commerce platforms that offer prepayment protection. Mr Lim reported that an estimated 3.12 million commuters viewed the advertisement over the course of the campaign period.

Strengthening Legislative Protection

- 1.6 Mr Lim went on to explain that CASE, as a specified body under the CPFTA, is empowered to invite business which are in breach of the CPFTA to sign VCAs. CASE had signed VCAs with nine entities within the Beauty industry last year. CASE would continue to closely monitor these entities and the industry and would refer any entity in persistent breach to CCCS for investigation and enforcement.
- 1.7 Mr Lim shared that CASE also takes a proactive role in identifying trends to improve existing consumer protection laws. He reported that CASE had submitted comments on the *Consultation of Price Display Requirement for Food & Beverage Business* by the Inland Revenue Authority of Singapore, the *Review of the Sale and Purchase Agreement of Private Residential Properties* by the Urban Redevelopment Authority, and Industry Consultations by the Financial Industry Disputes Resolution Centre Ltd in the past year.
- 1.8 Mr Lim added that CASE had also advocated against auto-inclusion clauses commonly found on e-commerce websites. In particular, he noted that the agreement by Jetstar Asia Airways Pte Ltd, Scoot Tigerair Pte Ltd and Singapore Airlines Ltd to cease the practice of pre-ticked boxes for travel insurance for consumers was the result of CASE's engagement with them.

Promoting Fair and Ethical Trading

- 1.9 Mr Lim then shared that as the accreditation arm of CASE, CaseTrust allows consumers who patronise its accredited businesses to shop with peace of mind. He added that the one key feature of the CaseTrust Spa and Wellness, and Renovation Schemes was prepayment protection.
- 1.10 Mr Lim reported that as at 31 March 2019, 829 entities were accredited under the various Schemes of CaseTrust. Last year, CaseTrust had conducted 382 investigations for the Spa and Wellness Scheme, which resulted in 78 warnings issued, 25 suspensions and one expulsion. Consequentially, 9,351 consumers who were previously at risk of losing their unconsumed prepayments in the event of sudden business closures since August 2016 were protected. Also, 80 investigations were conducted for the Renovation Scheme last year. CaseTrust's efforts had led to 35 warnings issued and the protection of the deposits made by 103 homeowners.
- 1.11 On the need to stay relevant, Mr Lim shared that CaseTrust's efforts to enhance the Storefront, Renovation and the Spa and Wellness Schemes were underway and were expected to be completed by 2019/2020.

Consumer Product Safety

- 1.12 On the matter of protecting the interests of consumers in the areas of health, safety, standards and the efficacy of consumer products and services, Mr Lim shared that CASE regularly commissions tests on consumer products, provides inputs on standards development and work with regulators on consumer education. Specifically, CASE had recently commissioned a test on chopsticks, following the concerns that sulphur dioxide, which had been associated with issues with the human respiratory system, breathing difficulties and skin allergies, could be used in the manufacturing of disposable chopsticks. Mr Lim reported that the test results found that while residual sulphur dioxide was found in all test samples, the amounts generally did not pose a cause for concern.

- 1.13 In addition to test projects, Mr Lim shared that CASE also works with various regulators to educate consumers in the aspect of product safety. Regulators had contributed a total of six articles to *The Consumer* magazine, offering tips for product safety issues.

Self-Regulation of Advertisements

- 1.14 Mr Lim then shared that the Advertising Standards Authority of Singapore (ASAS), as an advisory council to CASE that promotes ethical advertising and encourages effective self-regulation of advertisements in Singapore, had received 218 feedback on advertisements last year. Most of the feedback were against advertisers in the Beauty and Restaurant sectors.
- 1.15 Mr Lim informed the meeting that the number of feedback received against the Beauty industry for advertisements on hair loss treatments were of particular concern. The advertisements, which complainants felt were misleading, were also in breach of certain requirements as set out in the Singapore Code of Advertising Practice (SCAP). To this, ASAS had followed up with the advertisers involved to ensure that their advertisements were in compliance with SCAP.
- 1.16 In addition, ASAS was also consulted by the Health Promotion Board in the revision of the Sale of Infant Food Ethics Committee Singapore (SIFECs) Code of Ethics, to reduce the impact of marketing on the prices of infant formula for children up to the age of 12 months and to encourage breastfeeding among parents of such children. In tandem, ASAS had updated the SCAP chapter on *Statutes and Statutory Instruments with Special Relevance to Advertising and Related Trading Practices*, also had also published it with mention of the revised SIFECs on ASAS's website.
- 1.17 Mr Lim ended his address by assuring the meeting that CASE would continue to position itself at the forefront of challenges brought about by emerging trends and disruptors in the marketplace, to be responsive to the needs of consumers and to engage the government, businesses and industry groups and trade associations to introduce initiatives and best practices for the benefit of consumers.
- 1.18 Finally, Mr Lim thanked all Central Committee Members, Institutional Members, Members, stakeholders, volunteers and staff for their hard work, dedication and continued support over the past year.

2. Confirmation of Proceedings of 45th AGM

- 2.1 There being no amendments to the Record of Proceedings of the 45th AGM held on 22 June 2018, Mr Chia Wing Fatt (Membership No: OY153429) proposed to confirm the Record of the Proceedings. The proposal was seconded by Ms Tan Kim Khuan (Membership No: OY152532).
- 2.2 The meeting unanimously concurred.

3. Adoption of CASE Central Committee Report

- 3.1 Mr Lim invited comments regarding the CASE Central Committee Report.
- 3.2 Mr Loy highlighted that the CASE Endowment Fund Net Surplus on the Executive Director's Report (i.e. Page 14, Line 1 of the Report under the heading of "CASE Endowment Fund") had been inaccurately reported. He sought the meeting's approval to amend the reported figure to S\$570,000. The meeting unanimously agreed to the proposed amendment.
- 3.3 There being no further comments, Mr Ng Heng Liang, representing HDB Staff Union (Membership No: INS068008), proposed to adopt the Report. The proposal was seconded by Mr Lee Yan Teck (Membership No: L110478).
- 3.4 The meeting unanimously adopted the CASE Central Committee Report.

4. Adoption of Financial Statements

- 4.1 Mr Lim invited queries on the Financial Statements.
- 4.2 There being no queries, Mr Tan Richard, representing United Workers Of Electronic & Electrical Industries (Membership No: INS068042), proposed to adopt the Financial Statement. The proposal was seconded by Mr Chia Wing Fatt (Membership No: OY153429).
- 4.3 The meeting unanimously agreed to adopt the Financial Statements.

5. Re-appointment of External Auditors

- 5.1 Mr Lim invited comments on the re-appointment of Robert Tan Partners PAC as the external auditor of CASE.
- 5.2 There being no comments, the re-appointment of Robert Tan Partners PAC was proposed by Ms Tan Kim Khuan (Membership No: OY152532) and seconded by Ms Elaine Ng, representing HDB Staff Union (Membership No: INS068008).
- 5.3 The meeting unanimously agreed to the re-appointment of Robert Tan Partners PAC.

6. Discussion of Motions Submitted

- 6.1 There were no motions for discussion. The two queries received would be mentioned under the Agenda – Any Other Business.

7. Any Other Business

- 7.1 Mr Lim informed the meeting that CASE had received two queries in advance and called upon Mr Loy to highlight the queries and replies given.
- 7.2 Mr Loy reported that following: -
 - a. The first query was from Mr Tan Chee Wat (Membership No: OY110752), reiterating his earlier opinion in CASE's 45th AGM (that "vice" was not a good word to be used for the Vice-President of CASE) and sought further clarification on the usage of the word. To this, Mr Loy responded that the word "vice" is commonly used across organisations. Therefore, CASE would retain the current naming convention, but would consider changing the word within the constitution should a majority of CASE's members disagree with the use of this word in time to come.
 - b. The second query, also from Mr Tan, was a proposal to require all companies to give prior notice to CASE and/or specific regulatory bodies stating their intention to cease operations. To this, Mr Loy explained that there was no legal framework regulating such requirement. Further, based on CASE's experience, most of the companies that had previously closed or intended to close do not follow through with any undertakings or promises provided to CASE to inform us in advance. Shareholders and directors of a limited liability entity are also generally not liable for the liabilities or losses of their business, which can include losses suffered by consumers. Based on current practices, CASE would inform the Police in instances where CASE suspects fraudulent intent (i.e. collecting payments from consumers despite no longer being a viable going concern or cannot fulfil contractual obligations to consumers). Through these efforts of taking such suppliers to task, there had been instances of business owners who intentionally commit fraud being convicted. However, while this punishes the perpetrators, it does not help to recover monies lost by the consumer. Therefore, CASE has largely focused on educating consumers to reduce their risk to business closure by avoiding or reducing the amount of prepayment made, and/or to transact using secure payments which provide some recourse to consumers in the event that the business fails to deliver the promised goods or services (e.g. credit card), provided they fall within the stipulated terms and conditions. The best protection for consumers was for them to shop wisely and avoid business that demand a substantial amount of prepayment.

8. Closing Remarks

- 8.1 Mr Lim recognised the efforts of CASE's staff and thanked the members for their queries, attendance and support, which has enabled CASE to continue its efforts in protecting the interest of consumers.

There being no other matter, Mr Lim declared the AGM closed at 3:10pm.

Recorded by: Ms Isabel Ho / Mr James Chia

Vetted by: Mr Loy York Jiun, Secretary

Approved by: Mr Lim Biow Chuan, President

EXECUTIVE DIRECTOR'S REPORT



Looking back, 2019/2020 had been a busy but challenging year for CASE. While the traditional sources of complaints and unfair practices remain a concern and a focus for our efforts at CASE, we see new challenges emerging with the Coronavirus Disease 2019 (COVID-19) situation developing.

Complaints and Mediation

In 2019, CASE received 14,867 complaints. Of these, 15% of them were filed with CASE, which meant that CASE negotiated and/or mediated the complaints on behalf of consumers. Compared with 2018, there was a 32% jump in the number of filed cases. Approximately 70% of the filed cases were resolved, with nearly \$2.6 million (in-cash and in-kind) recovered for consumers.

The Motorcars industry accounted for the highest number of complaints and accounted for 11% of total complaints received by CASE. A substantial number of complaints against the industry were related to defective pre-owned motorcars. To address such complaints, we introduced the Standard and Functional Evaluation (SAFE) Checklist in 2017 to guide consumers on the checks they should perform and to encourage them to send the pre-owned car for independent evaluation before they make the purchase. We intend to step up our efforts to engage consumers and industry stakeholders to increase the adoption of the SAFE Checklist.

The Beauty industry accounted for the second highest number of complaints, with approximately one-third of the complaints involving salespersons taking advantage of consumers by exerting undue pressure or influence. In response to consumer complaints, we issued an advisory in July 2019 to alert consumers to aggressive pressure sales tactics used by the industry and to remind them of their right to decline and walk away if they do not wish to proceed with the purchase. This is an area where we will continue to focus our efforts to warn and protect consumers, and to help consumers protect themselves.

For filed complaints that could not be resolved through negotiation, mediation is a good alternative. To this end, CASE Mediation Centre handled 172 mediation cases in 2019 and achieved a settlement rate of 75%. The amount recovered through mediation stood at approximately \$480,000.

Aside from complaints against the various industries, we observed a worrying trend across the board. We received more than 400 complaints regarding the loss of consumer prepayments due to sudden business closures, with an estimated \$2.37 million in losses. The bulk of these losses came from the Motorcars, Beauty, Renovation Contractors, Bridal, and Fitness Clubs industries. Arising from these business closures, CASE issued media statements to advise consumers on how

they can protect their prepayments and mitigate the risk of monies lost. We will intensify efforts to educate consumers in this area, especially against a backdrop of a significantly heightened risk of business closure due to COVID-19.

Media and Communications

We issued 9 media statements and one forum letter reply in 2019. These statements supplemented our consumer education efforts. In total, CASE was featured in 392 instances in print, online, and broadcast media. Most media coverage related to the Consumer Protection (Fair Trading) Act where consumers were alerted to unfair practices in the marketplace and their rights to redress.

We continued our collaboration with Lianhe Wanbao 《联合晚报》 on a bi-weekly consumer column 《消费纠纷事件簿》 published on alternate Sundays. The column featured case studies of interesting consumer complaints, ranging from defective furniture to pressure selling in the beauty industry to unethical retail electricity salespersons. A total of 25 articles were published as part of this collaboration in 2019.

Human Resource and Administration

As CASE embarked on the Price Kaki and Fuel Kaki projects, we recruited additional personnel to support these new projects. With this, a satellite office was set up to house these new operations.

The Administration Department also worked closely with the Ulu Pandan Community Building management on the upgrading and renovation of the building which commenced in June 2019. As the co-owner of the premises, CASE had been extensively involved, and worked with People's Association and the appointed contractors to ensure minimal disruption to our operations during the renovation period. The project was scheduled to be completed by June 2021 but this may be delayed due to COVID-19.

The development of the new computerised system continued in 2019/2020. Phase I, which included the Media module, went live on 1 March 2020. This was followed by the Complaints, Legal, and Finance/Administration modules which ran in parallel with the existing system until April 2020. Phase II, which includes the CaseTrust and Events modules, will be expected to go live by end-2020.

With the COVID-19 situation, the Administration Department implemented precautionary measures such as temperature-taking, and declaration of health status and recent travel history for all consumers and visitors seeking to enter our premises. Business Continuity Plans were implemented to ensure the continuity of our operations.

Financial Affairs

CASE (excluding Price Kaki and Fuel Kaki)

CASE FY2019/2020 ended with a net surplus of \$272,000. The surplus posted in this fiscal year fell by 15% or \$48,000 compared to the last financial year. The overall income before operating expenses for FY2019/2020 increased by 1.3% or \$50,000 from \$3,741,000 in FY2018/2019 to \$3,791,000 in FY2019/2020.

In this financial year, the total operating grant from the Ministry of Trade and Industry (MTI) was 1.6% or \$26,000 higher than last financial year from \$1,645,000 in FY2018/2019 to \$1,671,000 in FY2019/2020. The funding framework for the operating grant from MTI remains at \$0.23 per capita with performance adjustment on key performance indicators as well as adjustment for the rate of inflation based on the Consumer Price Index.

Income derived from CaseTrust accreditation schemes fell by 2.2% or \$27,000 from \$1,247,000 in FY2018/2019 to \$1,220,000 in FY2019/2020. The drop of CaseTrust income was attributed to the cessation of inactive schemes such as the CaseTrust-Singapore School Transport Association Scheme and Auto Allied Scheme. The amendments to the Massage Establishments Act had caused a drop in the accreditation rate for the Spa and Wellness Scheme.

Income from Advertising Standard Authority of Singapore (ASAS) increased by 10% or \$30,000 from \$302,000 in FY2018/2019 to \$332,000 in FY2019/2020. The funding support from Info-communications Media Development Authority increased from \$155,000 in FY2018/2019 to \$161,000 in FY2019/2020. The Ministry of Health also contributed from \$96,000 in FY2018/2019 to \$98,000 in FY2019/2020. M1 had increased funding support from \$5,000 in FY2018/2019 to \$8,000 in FY2019/2020. In this financial year, ASAS also received additional funding support from Google Asia at \$5,000. As the ASAS team handled more feedback advice cases, more fees had been collected from \$2,000 in FY2018/2019 to \$11,000 in FY2019/2020.

Under the Wage Credit Scheme introduced by the government to help businesses/organisations cope with the rising wage costs, CASE received \$15,000 from Inland Revenue Authority of Singapore before the close of the financial year.

Price Kaki and Fuel Kaki

CASE continues receiving funding support from MTI for both Price Kaki and Fuel Kaki projects. All expenses incurred would be on a cost-reimbursement basis. CASE's financial status would therefore remain cost-neutral with regards to these projects.

In FY2019/2020, we received a total funding of \$1,152,000 for Price Kaki and \$122,000 for Fuel Kaki respectively.

The surplus of \$490,000 was attributed to asset value for the app development/computer sets not fully depreciated or recognised. It will be amortised as depreciation in two years' time. Refundable deposits paid to vendors such as office rental and security deposit for supply of e-vouchers were not classified as expense accounts.

CASE Endowment Fund

CASE Endowment Fund financial year FY2019/2020 ended with a net surplus of \$11,000 after taking into the account fair value adjustment on the financial assets. The global equity bond pricing fell sharply amid uncertainties and worries over the COVID-19 pandemic outbreak during the first quarter of 2020.

In this financial year, we received a total matching grant of \$135,000 from MTI, consisting of \$50,000 donation from Singapore Labour Foundation, and net proceeds of \$85,000 raised through the Fundraising Lunch event held in July 2019 respectively. In addition, MTI also funded \$251,000 towards CASE educational outreach activities.

To the close of the financial year, the total investment return (dividend/interest) received for the financial year was \$311,000.

	Interest Income	Return on Investment
Fixed Deposits	\$27,000.00	1.9%
Direct Equities / Bonds / REITs / Preference Shares / Unit Trusts	\$284,000.00	4.2%

This represented an average investment return of 3.8%. Last year's average return was 3.4%.

The total accumulated Endowment Fund rose from \$8,605,000 in FY2018/2019 to \$8,617,000 in FY2019/2020.

Moving Ahead

With COVID-19, we are experiencing extraordinary and unprecedented times. The immediate impact has been felt, with a spike in consumer complaints on the travel/airlines industry, as well as events-related bookings.

Going forward, against the backdrop of its impact on the economy, we expect a heightened risk of business closure putting consumer prepayments at greater risk. Consumer behaviour has also shifted towards e-commerce. While e-commerce brings more convenience to consumers, we also see an increased risk of unethical businesses misleading consumers and transactions going wrong.

All these factors will shape our efforts to advocate for and educate consumers going forward. We will work closely with all stakeholders through these trying times as we strive towards of a consumer-friendly Singapore.

Loy York Jiun

Executive Director

REPORT BY CASE ENDOWMENT FUND GOVERNING BOARD

CASE Endowment Fund Governing Board (2019-2021) Meeting Attendance for 2019

Name	Designation	Attendance at Meetings	No. of Years, consecutively as Elected Member	Profession
Dr Toh Mun Heng*	Chairperson	4 out of 4	11 years (Since 2009)	University Lecturer
Mr Bertie Cheng Shao Shiong*	Vice-Chairperson	3 out of 4	11 years (Since 2009)	Director
Mr Loy York Jiun	Secretary	4 out of 4	4 years (Since 2016)	Executive Director
Mr Richard Lim Teong Seng*	Member	4 out of 4	11 years (Since 2009)	Retiree
Mr Ivan Chong Hon Kuan*	Member	2 out of 4	11 years (Since 2009)	Retiree
Dr Ruth Tan Seow Kuan	Member	3 out of 4	7.5 years (Since 2012)	University Lecturer

**Note: Governing Board members who have served for more than 10 consecutive years.*

We have a team of experienced, committed, prudent and responsible Governing Board members who understand the financial objectives of the Endowment Fund.

With periodic reviews on the performance of the investments, the Governing Board takes a proactive and prominent role in the investment decisions that support short/long-term investment objectives of the Endowment Fund. This is also to ensure that the proceeds derived from investments are sufficient to meet its operation obligations.

The Governing Board manages the financial affairs of the Endowment Fund in a cost-efficient and prudent manner so that its financial position remains healthy.

The Board has made significant contributions to the growth of the Endowment Fund by selecting the right tools of investments alongside prudent investment strategies. This allows the Endowment Fund to grow from strength to strength over the years.

Hence, we have renewed all the Governing Board members, including members who served more than 10 years, for another term from 2019 to 2021.

REPORTS FROM CASE COUNCILS

Advertising Standards Authority of Singapore Council

Feedback Received in 2019

The Advertising Standards Authority of Singapore (ASAS) Council, an advisory council to CASE, received more feedback in 2019 than in 2018. The feedback included advertising advice, consumer-to-business complaints, and business-to-business complaints.

Year	Total Feedback Received
2017	269
2018	218
2019	359

The volume of feedback for 2019 had been the highest in three years, with increase across most industry categories, and in particular, Finance, Restaurants, and Beauty. Finance was the most complained-about sector.

The table below shows the breakdown of the top five industries (2017 to 2019) with the most feedback.

No.	2017	Feedback	% of Total Feedback	2018	Feedback	% of Total Feedback	2019	Feedback	% of Total Feedback
1	Electrical & Electronics	29	10.7%	Beauty (Includes Hair & Slimming)	19	8.7%	Finance	31	8.6%
2	Entertainment	26	9.5%	Restaurants	18	8.2%	Restaurants	30	8.3%
3	Beauty (Includes Hair & Slimming)	21	7.7%	Food & Beverage	15	6.8%	Beauty (Includes Hair & Slimming)	24	6.7%
4	Food & Beverage	19	7.0%	Electrical & Electronics	14	6.4%	Telecommunications	22	6.1%
5	Telecommunications	18	6.6%	Telecommunications	14	6.4%	Food & Beverage	21	5.8%

Feedback on Finance Advertisements

ASAS received 31 instances of feedback on advertisements under the Finance category in 2019. It was the most complained-about sector. Majority of the feedback (14) concerned the use of “brownface” in an advertisement by one electronic payment service provider that many consumers found insensitive and in poor taste. The advertisement was taken down and the Info-communications Media Development Authority issued a warning to the parties involved. Advertisers were reminded to be mindful of racial sensitivities and not cause offence to ethnic groups in their advertising campaigns.

Other feedback on Finance industry advertisements involved remittance services and companies that offer investment opportunities. In one case, a consumer questioned a remittance business’s advertisement claims to have ‘no sneaky charges’ after SWIFT fees were deducted from their transaction. The advertiser said that as the transaction involved US dollars in a country where it is not the local currency, the local banks would implement SWIFT fees that were outside of the remittance business’s control. The advertiser complied with ASAS’s advice to include a warning to consumers to check with the recipients if their banks charged additional fees during the remittance process.

Advertisements for Restaurants

ASAS received 30 instances of feedback on this sector. The issues involved matters such as price and discount discrepancies in advertisements, or a lack of clarity in the description of food and beverage items on menus and in promotional materials. Feedback to ASAS was not limited to advertisements placed by restaurants; it included advertisements through food delivery applications.

Major Activities in 2019/20

ASAS participated in several of the Ministry of Health (MOH)'s and the Health Promotion Board's consultation sessions on measures to reduce the consumption of sugar-sweetened beverages in Singapore. Following the consultation sessions with ASAS and industry stakeholders from the beverage, retail and media sectors, MOH announced that a labelling system with grading for pre-packaged beverages based on their sugar and saturated fat content would be implemented by end-2021 and an advertising ban would be placed on the worst-rated and least healthy beverages. The authorities would be exploring extending the measures to freshly prepared beverages by large chains thereafter.

On 1 March 2019, ASAS organised a seminar titled *Principles, Practices & Privacy*. Industry speakers shared best marketing practices and the latest developments in advertising and privacy regulation with 96 representatives from stakeholders in the industry.

With funding support from Google, Professor Ang Peng Hwa, Chairperson, ASAS, and Ms Chia Ju Ee, Administrative Secretary to the ASAS Council attended the International Council of Advertising Self-Regulation (ICAS) and European Advertising Standards Alliance (EASA) Annual Meetings in Paris, France in April 2019. Attendance at the Annual Meetings allowed for networking and sharing of best practices among our international counterparts from Europe, America, Asia Pacific and the Middle East, and provided an overview of latest developments by international self-regulatory organisations in e-commerce, influencer marketing, food advertising to children, digital advertising and responsibility. ICAS and EASA were keen to engage their Asian counterparts (including Japan, China, and Singapore) to seek more involvement and participation.

In addition, ASAS and the Competition and Consumer Commission of Singapore (CCCS) co-organised *#TRUTH*, an industry outreach session on 20 September 2019, aimed at social media influencers and agencies that engaged them in the marketing sector. ASAS and CCCS presented the relevant guidelines in the Singapore Code of Advertising Practice (SCAP) and the unfair practices in the Consumer Protection (Fair Trading) Act to more than 70 registered participants to inform and remind them of their responsibilities to advertise ethically.

New ASAS Council Member

ASAS welcomed the following member to the Council in 2019/2020:

Name	Replacing	Organisation
Ms Lam Wy-ning	Ms Jeannie Ho Siew Lin	Singapore Press Holdings

Future Direction

ASAS works closely with the industry and relevant authorities to ensure that advertising is ethical, and that the SCAP complements existing legislation and the International Chamber of Commerce's Code of Advertising and Marketing Communication Practice.

ASAS will continue to highlight and keep abreast of developments in the industry to ensure that advertisers maintain a high standard of ethical advertising in Singapore.

Sub-committees under the ASAS Council (as at 31 March 2020)

Health & Wellness Sub-committee

Professor John CW Lim (Chairperson)
Ms Agnes Lee Swan Kee
Ms Angela Chia KH
Ms Christine Rio
Dr Darren Seah Ee-Jin
Dr Lee Yik Voon
Ms Ng Ying Lu
Adjunct Associate Professor Raymond Chua Swee Boon
Ms Seah Peik Ching

Retail Sub-committee

Mr John Ng Lee Chye (Chairperson)
Ms Angela Chia KH
Mr Chow Phee Chat
Ms Lisa Watson
Mr Loy York Jiun
Mr Sean Chia Kok Siong
Mr Timothy Goodchild
Ms Winnie Lim

Social Media Sub-committee

Mr Ryan Lim Hoe Meng (Chairperson)
Ms Angela Chia KH
Mr Bryan Tan
Ms Ginny Goh
Ms Grace Paul
Mr Ivan Chong Hon Kuan
Mr Keith Tan Chung Lui
Ms Lisa Watson

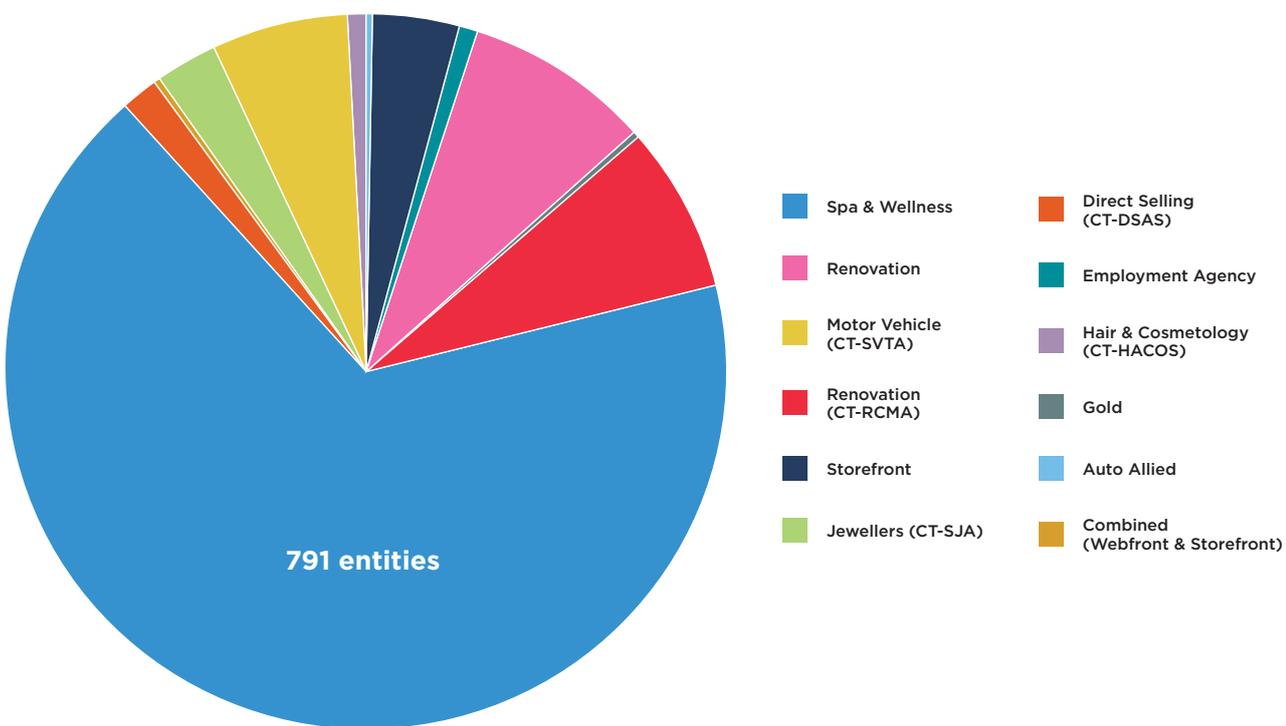
CaseTrust Advisory Council

As at 31 March 2020, CaseTrust had accredited a total of 791 entities. There was a slight decrease of 38 entities compared with 2018 where we accredited 829 entities.

In the past year, CaseTrust saw an increase in the number of renovation contractors that applied for accreditation. This is in line with CaseTrust’s efforts to grow the accreditation rate so consumers can have more transparent businesses to choose from.

However, as the Coronavirus Disease 2019 (COVID-19) situation unfolds, CaseTrust expects that more businesses will be adversely affected in the near future, which would affect the accreditation rate for 2020.

The figure below shows the overall composition of the CaseTrust accreditation rate as at 31 March 2020.



Development Work in Progress

In 2019/2020, CaseTrust worked progressively towards making the various schemes more relevant and sustainable for businesses.

Opening CaseTrust-Singapore Vehicle Trades Association (SVTA) Scheme to Non-SVTA Members

With agreement from SVTA, non-SVTA members may now be accredited under the CaseTrust-SVTA Scheme from the second half of 2020. CaseTrust is currently working on this and will share more details in due course.

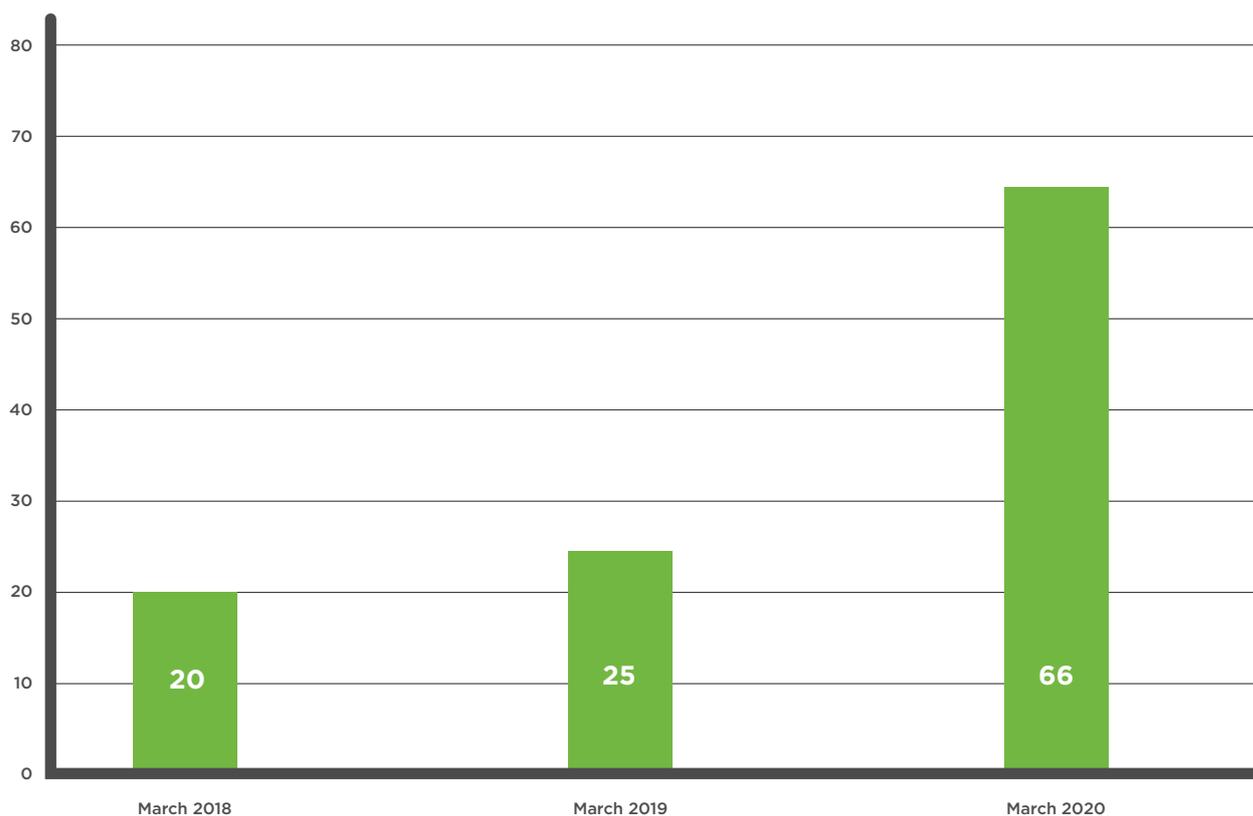
Consumers can look forward to shopping from a larger pool of CaseTrust accredited motoring businesses, which are committed to using transparent and consumer-trusted business policies framework prescribed by CaseTrust.

Enhancement of the Renovation Scheme

In 2019/2020, more renovation contractors joined the Renovation Scheme, committing themselves to work alongside CaseTrust in building a consumer-friendly environment for the industry.

As illustrated in the chart below, the number of accredited renovation contractors, as at 31 March 2020, had almost tripled as compared to March 2018. This could be due to an increased demand for CaseTrust accredited renovation contractors by consumers as they recognise the benefits of patronising accredited businesses, such as the compulsory use of a standard contract template, the deposit protection bond which safeguards consumers' deposit from sudden business closure, and commitment to mediation as a form of dispute resolution for non-frivolous disputes.

Number of Accredited Renovation Contractors



CaseTrust endeavours to enhance the Renovation Scheme to attract more renovation contractors to join us in safeguarding the interest of consumers.

Enhancement of the Storefront Scheme

CaseTrust constantly looks to enhance and streamline the Storefront Scheme to make it more attractive to retailers with a physical storefront.

While it is the intention of CaseTrust to increase its reach among businesses across various industries, it is not feasible to develop a scheme for each industry due to the characteristics of each industry. As such, CaseTrust is working towards completing the enhancement work for this Scheme so that more businesses can come on board.

Surveillance Work and Prepayment Protection

CaseTrust recognises that CaseTrust accredited businesses are not guaranteed against business failure. As such, CaseTrust actively monitors the administering of immediate prepayment protection by businesses, to protect consumers' prepayments.

In 2019/2020, CaseTrust committed substantial resources on surveillance work, explored affordable and efficient alternatives for businesses to protect consumers' prepayments, protected consumers through sanctions imposed on non-compliant businesses, and administered the pay-out process through insurers for business cessation cases.

Surveillance Work

Since August 2016, CaseTrust had conducted a total of 1,706 investigations on the administering of prepayment protection for the Spa and Wellness, CaseTrust-Hair & Cosmetology Association (Singapore) (HACOS), Renovation and CaseTrust-Singapore Renovation Contractors and Material Suppliers Association (RCMA) Schemes.

Since then, the total number of sanctions imposed as at 31 March 2020 is as follows:

Types of Scheme	Total No. of Investigation Letters Sent	Warning	Suspension	Expulsion
Spa and Wellness Scheme	1,499	353	56	4
CaseTrust-HACOS Scheme	5	1	0	0
Renovation and CaseTrust-RCMA Schemes	202	41	0	0

With the sanctions for the Spa and Wellness Scheme, CaseTrust managed to protect approximately 10,092 consumers, who were previously uninsured. Compared to the previous year, where 9,351 consumers were unprotected, it is heartening to see CaseTrust accredited businesses working closely with CASE by taking more proactive steps to prevent or reduce lapses.

While some lapses still do occur due to deliberate omission by accredited businesses, in most cases, the lapses were due to an administrative oversight by a staff. To tackle these lapses, CaseTrust intends to step up its efforts in reminding consumers who patronise these accredited businesses to request for proof of protection, check the details of the protection, and to report any non-compliant business to CaseTrust.

Pay-out Issued by AVA Insurance Brokers Due to Cessation of Accredited Businesses

Since 2017, 20 accredited businesses (18 Spa and Wellness businesses, and two renovation contractors) under this prepayment protection facility ceased operation. As a result, a total of \$361,713 in unutilised prepayments made by 942 consumers were paid-out. The breakdown is as follows:

Types of Scheme	Total Amount of Pay-out Issued	Total No. of Affected Consumers
Spa and Wellness Scheme	\$241,860	906
Renovation and CaseTrust-RCMA Schemes	\$119,853	36

EZ-Link TRUST

EZ-Link, one of the previously appointed prepayment protection service providers, terminated the TRUST programme for commercial reasons in July 2019. Consequentially, consumers with unconsumed prepayments protected by the TRUST programme, were refunded by January 2020.

While the TRUST programme was still active, three out of 33 accredited businesses who had subscribed to this facility ceased operation, and an estimated pay-out of \$3,000 was made to 15 affected consumers.

Moving Forward

CaseTrust aspires to grow its accreditation rate for all its Schemes, to protect the interests of consumers, in an evolving and challenging business-to-consumer environment. We also aspire to work with the respective industry players, especially the small and medium enterprises, to add value to their business policies and strategies to help them remain competitive.

Realising how the CaseTrust mark can be a booster for their business, businesses apply for CaseTrust accreditation to differentiate themselves and demonstrate their commitment to transparent and fair business practices as per the stipulated requirements. Mindful of that, we are cautious of businesses abusing the certification mark after they have been accredited, or more businesses ceasing operations due to the impact of COVID-19, regardless of whether they are accredited.

We will continue to do our best by working closely with industry players, monitor accredited businesses on their compliance to the CaseTrust accreditation requirements and ensure that only businesses that demonstrate commitment to fair and ethical trading are accredited for the benefit of consumers.

REPORTS FROM CASE COMMITTEES

Business Practices Committee

The Business Practices Committee looks into ways to promote fair and ethical business practices and industry norms, and to empower consumers to make informed purchasing decisions.

In 2019/2020, the Committee supported two initiatives.

Price Kaki

To empower consumers to make informed purchasing decisions for their daily necessities, CASE developed Price Kaki, a mobile application, and piloted it in three towns on 28 September 2019.

Price Kaki is the first mobile application in Singapore which allows consumers to have easy access to in-store retail prices and promotions of common household items, groceries, and hawker food through a single platform.

CASE had obtained the support of the major supermarket chains to provide price and promotion in a timely manner so that the application would be useful for users. CASE also conducted several user testing sessions and considered feedback given by consumers to ensure that the mobile application is user-friendly and simple to navigate.

The application was rolled out nationwide on 26 June 2020. Through this, CASE hopes that it would help consumers compare and choose from alternatives to stretch their dollar when they shop for their daily necessities.

Fuel Kaki

CASE launched Fuel Kaki, a retail fuel price comparison website, on 13 January 2020 to help consumers compare prices and promotions for retail fuel.

The website gives motorists access to one-stop information on retail fuel prices and promotions in Singapore and the estimated effective prices that they would be paying after taking into consideration discounts, rebates, and cashback offered by loyalty programmes and promotions.

According to a market study on retail petrol prices in Singapore published in 2017 by the Competition and Consumer Commission of Singapore (CCCS), formerly known as the Competition Commission of Singapore, consumers who monitor and compare prices can enjoy substantial savings. The study also found that the promotion schemes offered by the different petrol retailers are not easily comparable due to differing terms and conditions. CCCS recommended developing of a price comparison web portal and/or mobile application to improve the transparency of the effective retail petrol prices that consumers pay so that they can make more informed purchasing decisions.

Fuel Kaki is developed as a responsive website accessible on desktop and mobile phones, allowing motorists to access it on-the-go.

CASE hopes to provide motorists with timely information for easy comparison to help them stretch their dollar when they refuel.

Looking Ahead

The Committee believes that these two initiatives would be beneficial to consumers in empowering them to make informed purchasing decisions. The Committee will continue into ways to promote fair and ethical business practices and empower consumers to make informed purchasing decisions.

Consumer Law Review Committee

The Consumer Law Review Committee enhances consumer protection by studying the possible impact of any bill on consumers and also by proposing changes to consumer-related legislations. It reviews possible breaches of the Consumer Protection (Fair Trading) Act (CPFTA), and where appropriate, recommends that CASE refer errant businesses to CCCS for investigation and injunction action.

Our Approach - Legislation Changes

The Committee takes a proactive role to identify trends to improve the existing consumer protection laws. The Committee also aims to keep the Singapore consumer protection regime current with global developments by reviewing consumer-related legislations from foreign jurisdictions and recommending changes where applicable.

In 2019/2020, the Committee submitted comments on CCCS's Guidelines on Price Transparency. The guidelines were released after Jetstar Asia Airways Pte Ltd, Scoot Tigerair Pte Ltd and Singapore Airlines Ltd ceased the practice of pre-selection of travel insurance for consumers as a result of CASE's engagement requesting that they be more transparent in their ticket pricing and booking process.

In relation to the exclusion of auto-inclusion on electronic commerce, the Committee is of the view that such practices should not be allowed and will continue to closely monitor and refer errant suppliers to CCCS where such practices constitute an unfair practice under CPFTA.

Enforcement

The Committee is responsible for endorsing the signing of the Voluntary Compliance Agreements (VCAs) with various errant suppliers. For 2019/2020, the Committee reviewed and approved the signing of VCAs with the following entities:-

- 13 legal entities trading under the Joyre and Jiale brand;
- 18 legal entities trading under the Ecoin and New Station brand; and
- 4 legal entities trading under the Salon One brand.

Arising from Fashion Interactive's decision not to enter into a VCA with CASE, CASE referred Fashion Interactive and its director to CCCS for investigation. CCCS obtained an injunction on 17 January 2020 requiring Fashion Interactive and its director to cease the unfair practices under CPFTA.

The Committee also reviewed and refined CASE's existing work processes with CCCS in enforcing consumer rights and recommended that errant suppliers be flagged out more prominently through CASE's existing communications channels, and to inform consumers of such unfair practices.

Looking Ahead

For the coming year, the Committee intends to monitor closely consumer issues related to the beauty and motor vehicle industries such as pressure selling and odometer tampering respectively, and review the process of CASE flagging out errant suppliers and thereafter making such information more prominently available to consumers.

Consumer Products, Standards and Testing Committee

The Consumer Products, Standards and Testing Committee protects the interests of consumers in the areas of health, safety, and standards of consumer products. This is achieved through a multi-pronged approach which includes product testing projects, participation in standards development, and working with regulators to educate consumers.

The highlights for 2019/2020 are as follows:

Product Testing Projects

The Committee regularly commissions product testing projects that are of consumer interest. In general, these projects are selected based on health/safety and awareness/education.

Test on Shampoo Products

In 2019/2020, the Committee commissioned a test on 25 shampoos sold in Singapore.

There have been several studies on the presence of allergens that are commonly found in shampoos. Given that shampoo is an essential hair care product used by many, a test was commissioned.

According to the test results, one sample was found to have exceeded the regulatory limit for the total concentration of methylisothiazolinone (MIT) and methylchloroisothiazolinone (CMIT) by more than three times. MIT and CMIT are widely used as preservatives to inhibit bacterial growth in liquid cosmetic and personal care products. Prolonged exposure can cause skin irritation and allergic skin reactions.

CASE alerted the Health Sciences Authority (HSA), which then ordered the relevant companies to stop sales and recall the product from the market.

Standards Development

In terms of standards development, CASE continued to represent consumers' interests in the Chemical Standards Committee, Food Standards Committee, Services Standards Committee and related working groups or technical committees.

Educating Consumers

CASE included contributions from our strategic partners in The Consumer magazine to educate consumers on health and safety in consumer products. Enterprise Singapore (ESG) shared the dangers of chemicals used in making toys and clothes that children can be exposed to. HSA contributed an article on health supplements and how we can be mindful about what we buy and consume.

Looking Ahead

The Committee will continue to ensure consumers' interests in the areas of health, safety, and standards of consumer products are protected.

Editorial Committee

The Editorial Committee oversees the production of *The Consumer*, a quarterly publication comprising articles of general consumer interest, trending issues, and various consumer tips for our readers. Occasionally, we share interesting articles by our overseas counterparts.

The physical circulation of *The Consumer* is approximately 2,000, comprising members, Institutional Members, subscribers, major local libraries, strategic partners, overseas counterparts, and CaseTrust accredited companies. Past issues of the publication have also been made publicly available on our website.

In 2019/2020, the publication covered these themes: (i) health and product safety; (ii) banking, finance and insurance; (iii) automobiles; and (iv) prepayment protection.

Issue 2/2019 (Health and Product Safety)

CASE works closely with the regulators to ensure consumer interests in the area of health and product safety are protected. ESG shared tips that parents should know when it comes to toys and clothes for young children. HSA provided tips to protect consumers against exaggerated or misleading claims when purchasing health supplements.

Issue 3/2019 (Banking, Finance and Insurance)

In this issue, we helped consumers make thought-out personal finance decisions. General Insurance Association of Singapore shared how consumers can protect their assets with the right kind of insurance. MoneySense, Singapore's national financial education programme, provided key pointers on how consumers could purchase insurance online without going through a financial advisor. Credit Bureau Singapore guided consumers on how to better manage unsecured debts. The Financial Industry Disputes Resolution Centre gave an overview of their dispute resolution process when consumers have disputes against financial institutions.

Issue 4/2019 (Automobiles)

In this issue, we looked at how consumers could deal with the nerve-racking experience of buying a car. For consumers intending to buy a pre-owned car, CASE shared about the Standard and Functional Evaluation (SAFE) Checklist, which guides consumers through the complicated purchase process. CCCS highlighted some useful pointers before consumers commit to such a huge purchase. Also, in this issue, the Automobile Association of Singapore shed light on how to select a workshop for car owners.

Issue 1/2020 (Prepayment Protection)

Prepayment losses suffered by consumers has been a cause for concern for CASE, especially when the collection of prepayment is a common practice across many industries. We showed consumers ways to mitigate their losses and why it is a good practice to make progressive payment. The National Crime Prevention Council shared a few case studies on scams and the red flags that consumers should be on the lookout for. We also highlighted the risk of committing too much prepayment for gym memberships and personal training sessions.

Looking Ahead

We would like to thank our strategic partners and overseas consumer organisations for their contributions.

Moving forward, the Committee is looking into ways to increase readership so that more consumers could benefit from the meaningful content. We will continue to share interesting and trending consumer issues for our readers.

Education Committee

As a consumer advocate, one of CASE's key roles is to raise awareness of consumer protection issues among the general public, and to share with consumers their rights and the remedies available should they encounter errant retailers and instances of unfair practices. This is done through a multi-pronged consumer education strategy involving outreach activities, marketing communications, and media publicity.

In 2019/2020, CASE conducted 23 outreach activities in schools, institutes of higher learning, senior activity centres, and community events. We also ran different marketing campaigns to reach out to consumers focusing on issues such as prepayment protection, online shopping, and home renovation. In addition, we kept the public updated on important consumer alerts through regular media statements and through social media platforms.

Key Focuses

The Education Committee focused on the following areas in 2019/2020:

CPFTA and CASE as a Dispute Resolution Avenue

Supported by our team of volunteer speakers, CASE regularly conducts talks on CPFTA for students, seniors, and the general public. Consumers were informed on how to recognise the various types of unfair practices, as well as their rights when goods do not conform to contractual description and/or when they are not of satisfactory quality at the time of delivery.

As an illustration, during a talk conducted at Yuying Secondary School, we used case studies to highlight the key aspects under the Lemon Law in a fun and engaging way. CASE also held talks at community events to educate residents, in particular the seniors on how to handle pressure selling tactics by salespersons, as well as their rights and remedies under the Lemon Law. During our outreach at the Singapore Management University, we shared with students the concept of mediation and how it helps in dispute resolution through the use of role play.

Apart from educating consumers on their rights under CPFTA, we also raised awareness of CASE as the first point of contact for resolving consumer disputes. To reinforce our messages, we distributed polyester bags with the memorable tagline "Got a case? Come to CASE!" to participants of our outreach activities.

Prepayment Protection and Online Shopping

In line with changing consumer habits and the increasing popularity of online shopping, CASE embarked on a three-month campaign to generate awareness on the importance of prepayment protection when making online purchases. To reach this targeted group, our outreach was done through the Google Display Network (GDN) platform, which placed our educational comic strips on popular e-commerce platforms. The comic strips conveyed key messages on prepayment protection, such as filing a chargeback claim in the event of non-delivery of goods and services. The GDN campaign, which ran from January to March 2020, garnered over 5.8 million viewable impressions.

Over the same period, we ran a parallel campaign on the in-train panels in MRT trains for the East-West, North-South, and Circle Lines. The campaign reminded consumers on the importance to look out for pre-selected boxes and the danger of unwanted add-on products when shopping online.

We supplemented our campaign by distributing marketing communication collaterals such as lanyard cardholders and notebooks carrying similar educational messages on prepayment protection and online shopping.



BANK

Refund

Shopping Online?
Tip: File chargeback claim with your credit card issuer in the event of non-delivery of goods and services

Consumers Association of Singapore
6100 0315
case.org.sg
facebook.com/caseeg

Shopping Online?
Tip: Use e-Commerce platforms that offer prepayment protection

Consumers Association of Singapore
 6100 0315
 case.org.sg
 facebook.com/casesg

Got a case? Come to CASE!

Consumers Association of Singapore
 6100 0315
 case.org.sg
 facebook.com/casesg

For more consumer tips on online shopping, scan here!

Look out for pre-selected options and opt-out if you do not want them

To target errant online retailers, CASE has also issued advisories against two online retailers for asserting a right for payment for unsolicited goods and services, and for using fine print to mislead consumers.

Motorcars

The motorcars industry has remained among the top three industries in terms of the number of consumer complaints received over the past five years. Among the main issues faced by consumers is defective pre-owned motorcars.

With that in mind, CASE focused on raising awareness of the importance of sending pre-owned motorcars for independent evaluation before purchase and how the SAFE Checklist, launched in 2017, would come in useful. This was done through a GDN campaign to reach out to consumers doing online research on pre-owned motorcars. The online advertisements achieved six million viewable impressions over a three-month period from January to March 2020.

Buying a Pre-owned Car?
Tip: Send pre-owned car for evaluation to verify its condition before signing the sales agreement

Consumers Association of Singapore
 6100 0315
 case.org.sg
 facebook.com/casesg

CASE also participated in the Cars@Expo event, which was organised by Singapore Press Holdings, in April 2019. Through this, CASE reached out to approximately 600 potential car buyers and shared with them on their rights as car buyers under the Lemon Law.

In November 2019, we issued a media statement on the sudden closure of two pre-owned car dealers. The statement also advised consumers on the vehicle ownership transfer process, as well as the implications of non-transfer of vehicle ownership.

To supplement our messages on motoring, the fourth issue of *The Consumer* in 2019 provided useful tips to guide consumers through the car-buying process. There was also a feature article on using the SAFE Checklist when purchasing a pre-owned car.

Beauty

Many of the complaints received against the beauty industry involved consumers being subjected to pressure sales tactics. As such, our efforts in this area focused on educating consumers to firmly say “no” to aggressive sales tactics.

Say 'No' and walk away from aggressive sales tactics

Got a case? **Come to CASE!**
 Consumers Association of Singapore
 6100 0315
 case.org.sg
 facebook.com/casesg

For more consumer tips on buying beauty products and services, scan here!

CASE gave talks at three senior activity centres where participants were informed on the benefits of patronising CaseTrust accredited Spa and Wellness businesses, such as a stress-free treatment environment, and a five-day cooling-off period for packages purchased.

In addition, CASE issued an advisory to alert consumers against aggressive pressure sales tactics in the industry, which received good media coverage.

Renovation Contractors

One of the key concerns in the renovation contractors industry is that consumers often pay a large deposit, or even pay in full upfront to the renovation contractor even before the renovation contracts commence. If there is any subsequent disputes due to delays and/or unsatisfactory renovation works or at worse, when these renovation contractors become insolvent after collecting payment, there is little recourse for these consumers.

To address this, CASE participated in three *MyNiceHome Roadshows* organised by the Housing & Development Board in 2019/2020 to outreach to this potential group. The roadshows provided CASE with a platform to share with new homeowners things these consumers should look out for when engaging a renovation contractor, as well as the importance of making progressive payment to minimise losses should a renovation contractor become insolvent.

The talks were complemented by our GDN and in-train panel marketing campaigns.

Make progressive payment as each step of the renovation work is completed

Got a case? **Come to CASE!**
 Consumers Association of Singapore
 6100 0315
 case.org.sg
 facebook.com/casesg

For more consumer tips on renovating your home, scan here!

Other Initiatives

Open Electricity Market (OEM)

CASE had the opportunity to join the Energy Market Authority at their roadshow at Toa Payoh Hub in June 2019, where we educated consumers on what to look out for when signing contracts with electricity retailers. We also issued various media replies on issues related to OEM, particularly on instances of unauthorised sign-ups by electricity retailers. We advised consumers not to reveal their NRIC numbers and Singapore Power account details to electricity retailers and/or their sales agents if they do not intend to switch.

Looking to the Future

The Committee will continue to explore different and more interesting ways to outreach to consumers, and to work with the various stakeholders to enhance our efforts in the coming years.

Events Committee

The Events Committee oversees CASE's major events to reach out to its key stakeholders. In 2019/2020, the Committee successfully organised the CASE Fundraising Lunch 2019 and the annual Volunteers' Gathering.

CASE Fundraising Lunch 2019

The CASE Fundraising Lunch 2019 was part of CASE's efforts to raise funds from strategic partners and corporate donors for the CASE Endowment Fund, where contributions received go towards our consumer education outreach efforts, consumer research and testing projects.

The event was held on 10 September 2019 at One Farrer Hotel. Around 300 people, comprising of sponsors, strategic partners, and invited guests, attended the event. Dr Tan Wu Meng, Senior Parliamentary Secretary, Ministry of Trade and Industry & Ministry of Foreign Affairs, graced the event as the Guest-of-Honour.

The following top donors received tokens of appreciation which was presented by Dr Tan during the event:

1. AVA Insurance Brokers Pte Ltd
2. Best World Lifestyle
3. City Developments Limited
4. Direct Selling Association of Singapore
5. Nu Skin Enterprises Singapore Pte Ltd
6. PropNex Realty
7. Sim Lim Square (MCST 1440)

A total of \$105,840 was raised for the CASE Endowment Fund. We also received a matching grant from the Ministry of Trade and Industry for our fundraising efforts.

Volunteers' Gathering

The Volunteers' Gathering is an annual event held to show appreciation to our volunteers for their unwavering commitment to our cause. The event was held on 17 November 2019, and volunteers and their families were treated to a visit to the Rainforest Lumina at Singapore Zoo.

During the event, Mr Lim Biow Chuan, President, CASE, expressed his appreciation to all volunteers for their contribution.

The following volunteers were recognised for their dedication:

5 Years	Dr Gary Low Wing Li Mr Faizal Wahyuni Mr Looi Kwok Peng	Mr Timothy Goodchild Ms Winnie Lim
10 Years	Mr Andy Sng Yeow Keng Ms Angela Chia Mrs Irene Tay-Koh Chye Choo Mr Koh Sim Teck Ms Moi Sok Ling	Mr Richard Kau Yong Meng Dr Robin Chia Chiew Meng Dr Tan Wee Liang Mr Yeow Hock Seng
15 Years	Mr Chan Kok Way Mrs Chia Swee Tin Mr Ernest Lim Puay Kuan Mr Goh Eng Tat Mr Ivan Chong Hon Kuan	Mr Johnny Tan Cheng Hye Ms Lee Bee Lian Mr Oon Tik Lee Mr Yong Eng Wah

Looking Ahead

Moving forward, the Committee will continue CASE's efforts to reach out to its stakeholders.

International Affairs Committee

The International Affairs Committee works together with consumer organisations in Southeast Asia, regional organisations, and Consumers International to further the interests of consumers.

Cross-border Ties

In 2019/2020, CASE received visits from delegates from Bhutan and Hong Kong. These visits helped to strengthen the ties with our overseas counterparts. There were discussions and useful sharing of views and experiences on consumer protection legislation and dispute resolution mechanism in the respective jurisdictions.

Memorandum of Understanding

Over the years, CASE has signed several Memorandums of Understanding (MOUs) with overseas counterparts to facilitate mutual access to dispute resolution for consumers across different jurisdictions.

To this end, CASE signed a MOU with the Hong Kong Consumer Council (HKCC) on 6 September 2019. Mr Lim Biow Chuan, President, CASE, and Mr Wilfred Ang, Assistant Administrative Secretary to the Committee, attended the signing ceremony in Hong Kong. With this MOU, consumers in both jurisdictions will have the opportunity to resolve their disputes amicably with the assistance of the local consumer body.

Participation in Conferences, Seminars and External Visits

Date	Purpose of Trip	Venue	Representatives
29 April 2019 to 1 May 2019	Consumers International Summit 2019	Estoril, Lisbon, Portugal	Mr Loy York Jiun Mr Wilfred Ang
6 September 2019	MOU signing ceremony with HKCC	Hong Kong	Mr Lim Biow Chuan Mr Wilfred Ang

Visits by Overseas Counterparts

Date	Visit By
17 April 2019	Visit by HKCC (Ms Gilly Wong, Chief Executive)
24 May 2019	Visit by Consumer Protection Ministry of Economic Affairs, Royal Government of Bhutan (Mr Sonam Tenzin, Director, and Ms Chencho Zangmo, Legal Officer)

Looking to the Future

The Committee will continue to promote CASE's international standing and collaborate with international counterparts to explore ways to better protect consumers both locally and regionally.

Mediation Panel Committee

Mediated Cases

In 2019, CASE Mediation Centre handled 172 mediations. Of these, 130 cases were resolved, with \$478,444.00 recovered for consumers.

Year	Number of Mediation	Resolved	No Settlement	Resolution Rate	Amount Recovered
2019	172	130	42	75.58%	\$478,444.00
2018	150	116	34	77.33%	\$706.636.00

Mediators

As at 31 March 2020, CASE Mediation Centre has a pool of 84 trained and active volunteer mediators. Our mediators are working professionals from diverse backgrounds, some of whom are lecturers, lawyers, architects, accountants and engineers. Our professional mediators are neutral facilitators with no vested interest. They facilitate negotiations and help parties generate options to resolve their disputes amicably.

Basic Mediation Training

CASE conducts regular basic mediation training to equip new volunteers who expressed interest to become mediators. For 2019/2020, the basic mediation training was held over four weekends in November 2019. It was conducted by Dr Lim Lan Yuan, Advisor to the Committee. The training also included role playing sessions where members of the Committee supported as coaches and assessors.

Mediation Workshop

A mediation workshop was held on 13 April 2019. It was conducted by Ms Celine Chung, a certified trainer with the Community Health Division (CMHD) of the Agency for Integrated Healthcare (AIC). The topic covered was on Mental Health Awareness and Communication. The course helped mediators to identify different personality traits of parties involved in the mediation sessions so that they could better manage the situation and guide the parties in settling their disputes amicably.

The Committee would continue to provide regular trainings and workshops for our mediators to sharpen their mediation and communication skills.

OTHER REPORTS

Corporate Communications

CASE adopts a multi-platform approach for corporate communications, using traditional media such as newspapers and TV, as well as online media such as websites and social media platforms, to supplement our consumer education initiatives.

Media and Publicity

CASE issued nine media statements and one forum letter reply in 2019. In total, CASE was featured in 392 instances in print, online, and broadcast media. Most media coverage related to the Consumer Protection (Fair Trading) Act (CPFTA) where consumers were alerted to unfair practices in the marketplace and their rights to redress.

With the prevalence of e-commerce or online shopping platforms, CASE observed an increasing trend of complaints arising out of online transactions. Correspondingly, CASE issued advisories against two online retailers for asserting a right for payment for unsolicited goods and services, and for using fine print to mislead consumers.

As CASE was concerned about the high volume of complaints received against the beauty industry, CASE issued an advisory informing consumers that they have the right to say “no” to aggressive pressure sales tactics. In the advisory, CASE also highlighted its efforts in engaging the industry under the provisions of CPFTA. This assured consumers that CASE was monitoring the industry very closely and would not hesitate to take the necessary actions to ensure consumers are protected.

CASE also issued media statements on the sudden closure of several businesses in 2019. Through these statements, we also advise consumers on how they can protect their prepayments and mitigate the risk of monies lost in the event of a sudden business closure.

Bi-Weekly Consumer Column in Lianhe Wanbao

This is our fifth year of collaboration with Lianhe Wanbao 《联合晚报》 on a bi-weekly consumer column 《消费纠纷事件簿》 published on alternate Sundays. The column, which aims to educate consumers on their rights, features case studies of interesting consumer complaints, ranging from defective furniture to pressure selling in the beauty industry to unethical retail electricity salespersons.

For example, CASE contributed a case study on how a consumer and her daughter were repeatedly asked to purchase additional treatments and products while undergoing a manicure treatment. After being subjected to constant pressure selling, the consumer gave in and paid a deposit for a beauty package. Through CASE’s intervention, the consumer got her deposit back. The case study explained how CASE helped the consumer to seek redress, as well as featured advice on how consumers can handle pressure selling tactics.

A total of 25 articles were published as part of this collaboration in 2019.

Social Media

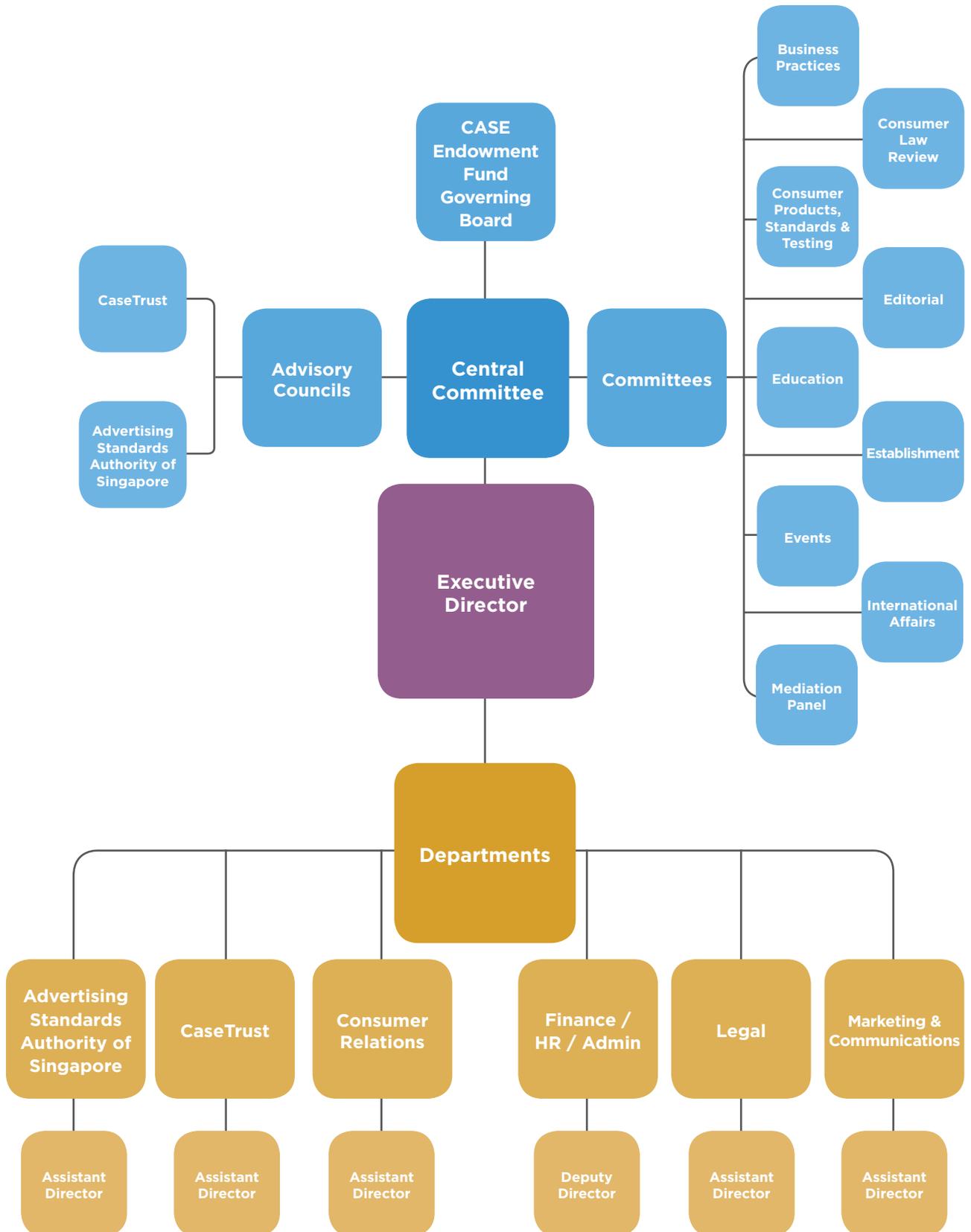
Facebook

CASE used Facebook to augment our consumer education efforts in 2019. Besides sharing regular updates on consumer news, we explored different ways to share content. Through the use of infographics and funny memes, we managed to engage more consumers and increase the number of followers. As at 31 March 2020, we have 8,497 followers on our Facebook Page.

CASE Website

The CASE website acts as a repository for the public to access information on consumer matters. It is updated regularly with our latest media releases, company alerts, and consumer advisories. More than 500,000 users visited the CASE website in 2019. Moving forward, we have plans to revamp the website to make it more user-friendly for consumers to find information.

CASE ORGANISATION CHART



CASE'S FIDUS ACHATES

Advertising Standards Authority of Singapore Council

Chairperson

Professor Ang Peng Hwa

Vice-Chairperson

Mr John Ng Lee Chye

Legal Advisor

Mr Bryan Tan Suan Tiu

Past Chairpersons

Associate Professor Eleanor Wong Siew Yin

Mr Ivan Chong Hon Kuan

Professor Tan Sze Wee

Members

Advertisers and Media Owners

Mr Bernard Chan Cheng Wah

Association of Accredited Advertising Agents Singapore

Mr Ignatius Low Ee Kheng

Association of Media Owners (Singapore)

Ms Lisa Watson

Data-Driven Marketing Association of Singapore

Ms Chan Yu-Juin (until September 2019)

M1 Limited

Ms Angela Chia KH

Mr Keith Tan Chung Lui

Ms Shirley Pang

Mediacorp Pte Ltd

Mr Chow Phee Chat

Singapore Advertisers Association

Ms Christine Rio

Mr Clifton Lee Kian Chong (until October 2019)

Ms Lam Wy-ning (from April 2019)

Singapore Press Holdings Limited

Ms Grace Paul

Singapore Telecommunications Limited

Mr Timothy Goodchild

StarHub Limited

Government Agencies

Adjunct Associate Professor (Dr) Raymond Chua Swee Boon

Professor John CW Lim

Ministry of Health

Ms Ng Ying Lu

Health Sciences Authority

Ms Ginny Goh

Info-communications Media Development Authority

Ms Winnie Lim

Monetary Authority of Singapore

Ms Seah Peik Ching

Singapore Food Agency

Other Supporting Organisations and Industry Associations

Mr Loy York Jiun

Consumers Association of Singapore

Ms Agnes Lee Swan Kee

Pharmaceutical Society of Singapore

Ms Christina Teo

Singapore Association of Pharmaceutical Industries

Dr Lee Yik Voon

Singapore Medical Association

Administrative Secretary

Ms Chia Ju Ee

Assistant Administrative Secretaries

Mr Nicholas Lim Shuqing

Ms Pauline Tan Bao Lin

Business Practices Committee

Chairperson

Mr George Huang Chang Yi

Vice-Chairpersons

Ms Stella Lim Yang Kim

Mr Toh Kok Seng

Advisor

Mr Seah Seng Choon (until December 2019)

Members

Mr Ivan Chong Hon Kuan

Mr James Sim Eng Huat

Ms Jennifer Lim Lay Choo

Mr Lincoln Teo Choong Han

Mr Loy York Jiun

Dr Tan Wee Liang

Administrative Secretary

Mr Siew Kwok Siong

Assistant Administrative Secretary

Ms Sarah Hoe

CASE Endowment Fund Governing Board

Chairperson

Dr Toh Mun Heng

Vice-Chairperson

Mr Bertie Cheng Shao Shiong

Members

Mr Ivan Chong Hon Kuan

Mr Loy York Jiun

Mr Richard Lim Teong Seng

Dr Ruth Tan Seow Kuan

Administrative Secretary

Ms Clara Yeo Gim See

Assistant Administrative Secretary

Mr Kenny Wong Mun Choy

CaseTrust Advisory Council

Chairperson

Mr Jayems Dhingra

Vice-Chairperson

Professor Ang Peng Hwa

Members

Professor Foo Maw Der

Professor John Lee Chuan Guan

Dr Toh Mun Heng

Mr Willy Wong

Secretary

Mr Loy York Jiun

Legal Secretary

Mr Izac Zhu Jianhua

Administrative Secretary

Ms Angela Lee Ee Shan

Consumer Law Review Committee

Chairperson

Professor Ang Peng Hwa

Vice-Chairpersons

Mr Ravi Chandran S/O Thiagaraj

Mr Toh Kok Seng

Members

Dr Gary Low Wing Li (until July 2019)

Mr Loy York Jiun

Ms Moi Sok Ling

Mr Richard Kau Yong Meng

Ms Sashikala Rajah Indhiran

Administrative Secretary

Mr Izac Zhu Jianhua

Assistant Administrative Secretary

Ms Isabel Ho Wei Han

Consumer Products, Standards & Testing Committee

Chairperson

Dr Gary Low Wing Li (until July 2019)

Advisor

Mr Seah Seng Choon (until December 2019)

Members

Mr Ang Tiong Ing (from January 2020)
Dr Astrid Yeo Poh Kim (from July 2019)
Ms Chiu Ya Ting
Mr Clement Teo Tze Wei (until December 2019)
Dr Lim Chooi Seng
Mr Lim Say Leong
Mr Loy York Jiun
Dr Paul Chiew King Tiong (until June 2019)
Mr Sze Thiam Siong

Administrative Secretary

Mr Siew Kwok Siong

Assistant Administrative Secretaries

Ms Angeline Chua Wei Ting (until July 2019)
Mr Goh Jun Jie (from August 2019)

Editorial Committee

Chairperson / Chief Editor

Mr Richard Lim Teong Seng

Advisor

Mr Seah Seng Choon (until December 2019)

Members

Mr Dennis Phua Zhi Sheng
Mr Jayems Dhingra
Mr Justin Louis Scott
Mr Loy York Jiun
Mr Toh Yong Chuan
Mr Zhong Xiaohan

Administrative Secretary

Mr Siew Kwok Siong

Assistant Administrative Secretaries

Ms Angeline Chua Wei Ting (until July 2019)
Mr Goh Jun Jie (from August 2019)

Education Committee

Chairperson

Mr Linus Ng Siew Hoong

Vice-Chairpersons

Ms Eleanor Lin Youshan
Ms Moi Sok Ling

Members

Mr Balasamy Rengarajoo
Mr Faizal Wahyuni Bin Huasen Waryouni
Mr James Sim Eng Huat
Mr Looi Kwok Peng
Mr Loy York Jiun
Mr Yong Eng Wah

Administrative Secretary

Mr Siew Kwok Siong

Assistant Administrative Secretaries

Ms Angeline Chua Wei Ting (until July 2019)
Mr Gareth Yeo Wee Kiat (from September 2019)
Mr Goh Jun Jie (from August 2019)
Ms Sarah Hoe

Establishment Committee

Chairperson

Mr Lim Biow Chuan

Vice-Chairperson

Mr Melvin Yong Yik Chye

Members

Mr Karthikeyan S/O R Krishnamurthy (until October 2019)
Dr Toh Mun Heng

Secretary

Mr Loy York Jiun

Administrative Secretary

Ms Clara Yeo Gim See

Assistant Administrative Secretary

Mr Kenny Wong Mun Choy

Events Committee

Chairperson

Mr Karthikeyan S/O R Krishnamurthy (until October 2019)

Vice-Chairperson

Mr Robin Foo

Advisor

Mr Seah Seng Choon (until December 2019)

Members

Mr Ivan Chong Hon Kuan
Mr Loy York Jiun
Mr Sunny Koh Lai Hong

Administrative Secretary

Mr Siew Kwok Siong

Assistant Administrative Secretaries

Ms Angeline Chua Wei Ting (until July 2019)
Ms Sarah Hoe

International Affairs Committee

Chairperson

Mr Robin Foo

Vice-Chairperson

Mr Mohamad Bin Abu Bakar

Member

Mr Loy York Jiun

Administrative Secretary

Ms Juliana Ho Poh Chin

Assistant Administrative Secretary

Mr Wilfred Ang Zhong Xin

Mediation Panel Committee

Chairperson

Mr John Ng Lee Chye

Vice-Chairperson

Mr Eric Wong

Advisors

Dr Lim Lan Yuan
Mr Seah Seng Choon (until December 2019)

Members

Mrs Chia Swee Tin
Ms Eleanor Lin Youshan
Mr Looi Kwok Peng
Mr Loy York Jiun
Ms Moi Sok Ling
Mr Terence Peh Hock Thiam
Mr Yong Eng Wah

Administrative Secretary

Ms Juliana Ho Poh Chin

Assistant Administrative Secretary

Mr Choo Peng Rong

CONFLICT OF INTEREST POLICY

The Conflict of Interest Policy will be read by Board members, volunteers, and staff upon hiring, appointment or election to the Board as an acknowledgement of having understood the policy and that he/she will fully disclose to the Board/Management when a situation with a conflict of interest arises.

A Conflict of Interest Disclosure Form is provided for this purpose. All disclosure of interest made by Board members, volunteers, and staff on such matters must be recorded, updated, and filed with the head of Human Resource Department. This policy will help CASE adopt good practices for better governance, accountability, and transparency.

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L)

Statement by Central Committee

In our opinion, the financial statements are drawn up so as to give a true and fair view of the financial position and performance of Consumers Association of Singapore (CASE), for the year covered by the financial statements.

On behalf of the Central Committee,

LIM BIOW CHUAN
PRESIDENT

TOH MUN HENG
TREASURER

LOY YORK JIUN
SECRETARY

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L)

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of **CONSUMERS ASSOCIATION OF SINGAPORE (CASE)** [consisting of CASE and its Association, collectively known as 'Association'], which comprise the statements of financial position as at 31 March 2020, and the statements of income & expenditure and other comprehensive income, statements of changes in funds and statements of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Societies Act, Chapter 311 (the Act) and Financial Reporting Standards in Singapore (FRSs) so as to give a true and fair view of the financial position and financial performance of Consumers Association of Singapore for the year covered by the financial statements.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Association in accordance with the Accounting and Corporate Regulatory Authority (ACRA) Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. The other information comprises the Annual report and the Statement by Central Committee set out on page 41.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information, we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

Responsibilities of Management and Committee for the Financial Statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Act and FRSs, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

In preparing the financial statements, management is responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

The Committee's responsibilities include overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also :

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion :-

- (a) the accounting and other records required by the regulations enacted under the Act to be kept by the Association have been properly kept in accordance with those regulations;
- (b) nothing came to our notice that caused us to believe that the Association did not comply with the requirements of regulation 15 (fund raising expenses) in the Charities (Institutions of a Public Character) Regulations 2007; and
- (c) nothing came to our notice that caused us to believe that the Association did not make use of donation money received in accordance with the Committee's objectives.

Robert Tan Partners PAC

Public Accountants and
Chartered Accountants,
Singapore

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L)

STATEMENTS OF INCOME & EXPENDITURE AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	Note	ASSOCIATION		CASE	
		2020	2019	2020	2019
		S\$	S\$	S\$	S\$
Income					
Subscriptions and fees		1,315,955	1,337,536	1,315,955	1,337,536
Donations	3	156,049	206,240	-	-
Grants	4	3,938,878	2,478,503	3,552,088	2,221,188
Sales of publications		23,025	26,339	23,025	26,339
Other operating income	5	111,565	402,381	175,098	155,704
		<u>5,545,472</u>	<u>4,450,999</u>	<u>5,066,166</u>	<u>3,740,767</u>
Expenditure					
Depreciation and amortisation		253,508	63,877	253,508	63,877
Employee benefits	6	2,888,605	2,591,941	2,888,605	2,591,941
Other operating expenses		1,520,484	940,765	1,161,745	765,301
		<u>4,662,597</u>	<u>3,596,583</u>	<u>4,303,858</u>	<u>3,421,119</u>
Net surplus for the year		<u>882,875</u>	<u>854,416</u>	<u>762,308</u>	<u>319,648</u>
Other comprehensive income -					
Fair value loss on financial assets measured at fair value through other comprehensive income (FVTOCI)		(168,350)	(12,756)	-	-
Transfer of fair value adjustment reserve on financial assets measured at FVTOCI to profit or loss		59,069	47,949	-	-
		<u>(109,281)</u>	<u>35,193</u>	<u>-</u>	<u>-</u>
Other comprehensive income for the year		<u>(109,281)</u>	<u>35,193</u>	<u>-</u>	<u>-</u>
Total comprehensive income for the year		<u>773,594</u>	<u>889,609</u>	<u>762,308</u>	<u>319,648</u>

The attached notes to financial statements form an integral part of these financial statements.

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L) STATEMENTS OF CHANGES IN FUNDS FOR THE YEAR ENDED 31 MARCH 2020

Association

	Accumulated funds S\$	Fair value reserve S\$	Total S\$
Balance at 31 March 2018	12,277,909	145,094	12,423,003
Adoption of FRS 109 to reclassify quoted equity securities from AFS to financial assets measured at fair value through profit or loss (FVTPL)	278,606	(278,606)	-
Balance at 1 April 2018	12,556,515	(133,512)	12,423,003
Total comprehensive income for the year	854,416	35,193	889,609
Balance at 31 March 2019	13,410,931	(98,319)	13,312,612
Total comprehensive income for the year	882,875	(109,281)	773,594
Balance at 31 March 2020	14,293,806	(207,600)	14,086,206

CASE

	Accumulated funds S\$	Total S\$
Balance at 31 March 2018	4,390,280	4,390,280
Total comprehensive income for the year	319,648	319,648
Balance at 31 March 2019	4,709,928	4,709,928
Total comprehensive income for the year	762,308	762,308
Balance at 31 March 2020	5,472,236	5,472,236

The attached notes to financial statements form an integral part of these financial statements.

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L) STATEMENTS OF FINANCIAL POSITION AS AT 31 MARCH 2020

	Note	ASSOCIATION		CASE	
		2020 S\$	2019 S\$	2020 S\$	2019 S\$
ASSETS					
Non-Current Assets					
Renovation & equipment	8	686,554	323,498	686,554	323,498
Intangible assets	9	493,993	535,925	493,993	535,925
Financial assets	10	6,526,940	6,230,021	-	-
Right-of-use assets	11	157,472	-	157,472	-
		<u>7,864,959</u>	<u>7,089,444</u>	<u>1,338,019</u>	<u>859,423</u>
Current Assets					
Other receivables	12	896,383	407,438	703,980	323,290
Financial assets	10	250,000	252,750	-	-
Fixed deposits	13	5,087,441	5,243,815	3,637,686	3,589,372
Cash & bank balances		371,828	611,131	173,515	227,809
		<u>6,605,652</u>	<u>6,515,134</u>	<u>4,515,181</u>	<u>4,140,471</u>
Total Assets		<u>14,470,611</u>	<u>13,604,578</u>	<u>5,853,200</u>	<u>4,999,894</u>
FUNDS AND LIABILITIES					
Funds and reserves					
Accumulated funds		14,293,806	13,410,931	5,472,236	4,709,928
Fair value reserve		(207,600)	(98,319)	-	-
		<u>14,086,206</u>	<u>13,312,612</u>	<u>5,472,236</u>	<u>4,709,928</u>
Non-current liability					
Lease liabilities	14	48,908	-	48,908	-
Current Liabilities					
Accrued expenses		97,940	105,221	94,499	103,221
GST payable		27,890	29,110	27,890	29,110
Deposit from members		42,000	105,824	42,000	105,824
Provision for unconsumed leave		55,649	51,811	55,649	51,811
Lease liabilities	14	112,018	-	112,018	-
		<u>335,497</u>	<u>291,966</u>	<u>332,056</u>	<u>289,966</u>
Total funds and liabilities		<u>14,470,611</u>	<u>13,604,578</u>	<u>5,853,200</u>	<u>4,999,894</u>

The attached notes to financial statements form an integral part of these financial statements.

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L) STATEMENTS OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2020

	ASSOCIATION		CASE	
	2020 S\$	2019 S\$	2020 S\$	2019 S\$
CASH FLOWS FROM OPERATING ACTIVITIES				
Net surplus for the year	882,875	854,416	762,308	319,648
Adjustments for:-				
Amortisation of right-of-use assets	91,111	-	91,111	-
Depreciation and amortisation	162,397	63,877	162,397	63,877
Loss on redemption of financial assets measured at FVTOCI	77,549	66,469	-	-
Fair value loss on financial assets measured at FVTPL	296,820	10,200	-	-
Grants	(3,938,878)	(2,478,503)	(3,552,088)	(2,221,188)
Interest income	(310,533)	(275,866)	(60,400)	(50,889)
Interest on lease liabilities	8,833	-	8,833	-
Operating deficit before working capital changes	(2,729,826)	(1,759,407)	(2,587,839)	(1,888,552)
<i>Changes in working capital :</i>				
Trade receivables	-	12,262	-	12,262
Other receivables	(488,945)	(204,792)	(380,690)	(157,765)
Accrued expenses, GST payable, deposit from members & provision for unconsumed leave	(68,487)	6,375	(69,928)	8,208
Cash used in operations	(3,287,258)	(1,945,562)	(3,038,457)	(2,025,847)
Interest received	310,533	275,866	60,400	50,889
Interest paid	(8,833)	-	(8,833)	-
Net cash used in operating activities	(2,985,558)	(1,669,696)	(2,986,890)	(1,974,958)
CASH FLOWS FROM INVESTING ACTIVITIES				
Purchase of renovation & equipment	(483,520)	(194,730)	(483,520)	(194,730)
Acquisition of financial assets at FVTOCI	(1,425,770)	(2,495,345)	-	-
Proceeds from redemption of financial assets measured at FVTOCI	647,951	1,260,000	-	-
Net cash used in investing activities	(1,261,339)	(1,430,075)	(483,520)	(194,730)
CASH FLOWS FROM FINANCING ACTIVITIES				
Grants received	3,938,878	2,478,503	3,552,088	2,221,188
Payment of principal portion of lease liabilities	(87,658)	-	(87,658)	-
Net cash from financing activities	3,851,220	2,478,503	3,464,430	2,221,188
NET (DECREASE)/INCREASE IN FIXED DEPOSITS, CASH & BANK BALANCES	(395,677)	(621,268)	(5,980)	51,500
FIXED DEPOSITS, CASH & BANK BALANCES AT BEGINNING OF YEAR	5,854,946	6,476,214	3,817,181	3,765,681
FIXED DEPOSITS, CASH & BANK BALANCES AT END OF YEAR	5,459,269	5,854,946	3,811,201	3,817,181

The attached notes to financial statements form an integral part of these financial statements.

CONSUMERS ASSOCIATION OF SINGAPORE (CASE) (UEN : S71SS0016L) NOTES TO FINANCIAL STATEMENTS - 31 MARCH 2020

1. GENERAL

The Consumers Association of Singapore (CASE) is registered in Singapore as a Society under the Societies Act, Chapter 311. The registered office of the Association (comprising CASE and Consumer Association of Singapore Endowment Fund [the “Endowment Fund”], a registered Charity is situated at 170 Ghim Moh Road, #05-01 Ulu Pandan Community Building, Singapore 279621.

The financial statements are expressed in Singapore dollars and are authorised for issue by the management on the date stated on the Statement by Central Committee on page 41.

The principal activities of CASE are those of informing, educating consumers and protecting their interests. The principal activity of the Endowment Fund is to provide research and funding for furthering the principal objectives of CASE. There have been no significant changes in these activities during the financial year.

2. SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of accounting

The financial statements of the Association have been prepared under the historical cost convention. The financial statements of the Association comply with the provisions of the Societies Act, Chapter 311 (the Act) and Financial Reporting Standards in Singapore (FRS).

(b) Accounting estimates and judgements

The preparation of financial statements in conformity with FRS requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are reviewed on an on-going basis and are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying amounts of assets and liabilities that are not readily apparent from other sources. These estimates and assumptions are not expected to have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

(c) Revenue recognition

(1) Subscription & fees

Subscription & fees are recognised to the extent that it is probable that the economic benefits will flow to the Association and the income can be reliably measured. These income are measured at fair value at the consideration received or receivable.

(2) Donations

Donations without conditions attached are recognised upon receipt. Donations with conditions attached are recognised as revenue only where there is sufficient evidence that the conditions will be met. When uncertainty exists as to whether the Association can meet the conditions, the amount received is not recognised as revenue and will be deferred as a liability until there is sufficient evidence that the conditions imposed can be met. For donations-in-kind, where the value can be estimated with sufficient reliability, they will be recorded as income. Otherwise, the fact that the value cannot be estimated with sufficient reliability will be disclosed in the relevant note.

(3) Interest income

Interest income is recognised on the time-proportioned basis using the effective interest method.

(4) Dividend income

Dividend income is recognised when the right to receive payment is established.

(d) Grants & subsidies

Grants and subsidies from the Government are recognised at their fair value where there is reasonable assurance that the grant/subsidy will be received and all attaching conditions will be complied with.

When the grant or subsidy relates to an expense item, it is recognised as income over the periods necessary to match them on a systematic basis to the costs which it is intended to compensate. Based on the funding principles, accruals are made for any over/underfunding payable/recoverable. When the grant or subsidy relates to a depreciable asset, the asset shall be recognised at its full acquisition cost with the grant set up as a designated fund which will be reduced by the depreciation charge of the asset.

(e) Renovation & equipment

All items of renovation & equipment are initially recorded at cost. The cost of an item is recognised as an asset if, and only if, it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. Subsequent to recognition, renovation & equipment are measured at cost less accumulated depreciation.

Depreciation begins when the assets are available for use and is calculated on the straight line basis over their estimated useful lives as follows :-

Computers	- 1 year
Office equipment	- 3 years
Renovation & equipment	- 5 years
App & development	- 2 years

No depreciation is provided for computer system-in-progress until construction is completed and the assets are transferred to the appropriate categories of "Renovation & Equipment" and are available for use.

The useful lives, residual values and depreciation method are reviewed at the end of each reporting period and adjusted prospectively, if appropriate.

The carrying values of renovation & equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying values may not be recoverable. Impairment losses or reversal of previously recognised impairment losses are recognised as loss or profit in the statements of income & expenditure and other comprehensive income.

An item of renovation & equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on derecognition of the asset is included in the statements of income & expenditure and other comprehensive income in the year the asset is derecognised.

(f) Leases

This accounting policy is applied on and after the initial application date of FRS 116 Leases, 1 April 2019 :

The Association assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

As lessee

The Association applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Association recognises lease liabilities representing the obligations to make lease payments and right-of-use assets representing the right to use the underlying assets.

Right-of-use assets

The Association recognises right-of-use assets at the commencement date of the lease (i.e. the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are amortised on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets.

If ownership of the leased asset transfers to the Association at the end of the lease term or the cost reflects the exercise of a purchase option, amortisation is calculated using the estimated useful life of the asset. The right-of-use assets are also subject to impairment.

Lease liabilities

At the commencement date of the lease, the Association recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in-substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Association and payments of penalties for terminating the lease, if the lease term reflects the Association exercising the option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses (unless they are incurred to produce inventories) in the period in which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Association uses its incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g. changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of adoption to purchase the underlying asset.

Short-term leases and leases of low-value assets

The Association applies the short-term lease recognition exemption to its short-term leases of machinery (i.e. those leases that have a lease term of 12 months or less from the commencement date and do not contain a purchase option). It also applies the lease of low-value assets recognition exemption to leases of office equipment that are considered to be low value. Lease payments on short-term leases and leases of low value assets are recognised as expense on a straight-line basis over the lease term.

(g) Intangible assets

Intangible assets comprise the right to use a leasehold premise and are stated at cost less accumulated amortisation and any impairment losses. The right is amortised on a straight line basis over the remaining years of right allocated to use the premise of 30 years.

(h) Financial assets

Financial assets are recognised when, and only when, the entity becomes party to the contractual provisions of the instruments.

At initial recognition, the Association measures a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at fair value through profit or loss are expensed in profit or loss.

Subsequent measurement Investment in debt instruments

Subsequent measurement of debt instruments depends on the Association's business model for managing the asset and the contractual cash flow characteristics of the asset.

The Association's debt instruments are classified as measured at fair value through other comprehensive income ("FVTOCI"). Financial assets that are held for collection of contractual cashflows and for selling the financial assets, where the assets' cashflows represent solely payments of principal and interest, are measured at FVTOCI. Any gains or losses from changes in fair value of the financial assets are recognised in other comprehensive income, except for impairment losses, foreign exchange gains and losses and interest calculated using the effective interest method are recognised in profit or loss. The cumulative gain or loss previously recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment when the financial asset is de-recognised.

Investment in equity instruments

The Association's equity instruments are classified as measured at fair value through profit or loss ("FVTPL"). Any gains or losses from changes in fair value are recognised in profit or loss.

Derecognition

A financial asset is derecognised where the contractual right to receive cashflows from the asset has expired.

(i) Trade and other receivables

Trade receivables from the provision of goods and services to customers and other receivables where the objective is to hold them in order to collect contractual cashflows relating to payments of principal and interest are initially recognised at fair value plus transaction costs that are

directly attributable to their acquisition or issue and subsequently measured at amortised cost using the effective interest method less impairment loss except that short-duration non-interest bearing receivables are not usually re-measured unless the effect of imputing interest would be significant. A specific allowance is made for uncollectible amounts when there is objective evidence that the Association will not be able to collect the debt and bad debts are written off when identified.

The Association recognises loss allowances of trade receivables for expected credit losses (ECL) on either 12-month ECL that result from default events that are possible within the 12 months after the reporting date (or for a shorter period if the expected life of the receivable is less than 12 months) or lifetime ECL that result from all possible default events over the expected life of the receivable. The Association applies the simplified approach to provide for ECL for trade receivables. The simplified approach requires the loss allowance to be measured at an amount equal to lifetime ECL.

For other receivables, the loss allowance is recognised based on forward looking expected credit losses. At each reporting date, the Association assesses whether there has been a significant increase in credit risk since initial recognition. When credit risk has not increased significantly, loss allowance is measured at an amount equal to 12-month ECL. When credit risk has increased significantly, loss allowance is measured at an amount equal to lifetime ECL. The Association considers reasonable and supportable information that is relevant and available without undue cost or effort, including both quantitative and qualitative information and analysis based on the Association's historical experience and informed credit assessment that includes forward-looking information to determine whenever the credit risk has increased significantly since initial recognition.

(j) Trade and other payables

Trade payables are initially recognised at invoiced values or amounts estimated to be payable and are not usually re-measured as their settlement is short-term.

Other payables refer to other borrowings and are initially recognised at amounts received and subsequently measured at amortised cost using the effective interest method, where applicable. Gains and losses are recognised in the statements of income & expenditure and other comprehensive income when the liabilities are discharged or cancelled or expired as well as through the amortisation process.

(k) Employee benefits

Defined contribution plan

The Association contributes to Central Provident Fund ("CPF"), a defined contribution plan regulated and managed by the Singapore Government. The Association's obligation in regard to CPF is limited to the amount it has to contribute to it. CPF contributions are recognised as an expense in the same period as the employment that gives rise to the contributions.

Employee leave entitlement

Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the reporting period.

(l) Funds

Funds of the Association comprise mainly the accumulated funds which are unrestricted and expendable at the discretion of the Central Committee in furtherance of the Association's objectives.

3. DONATIONS

	ASSOCIATION	
	2020	2019
	S\$	S\$
Fund raising lunch (tax-exempt donations)	105,840	156,240
Donation	50,209	50,000
	<u>156,049</u>	<u>206,240</u>

4. GRANTS

	ASSOCIATION		CASE	
	2020	2019	2020	2019
	S\$	S\$	S\$	S\$
Education grants	251,344	74,016	-	-
Operating & matching grants	3,080,500	1,863,702	2,945,054	1,680,403
Project grants	313,697	244,757	313,697	244,757
Singapore Tourism Board project in managing tourists complaints	293,337	296,028	293,337	296,028
	<u>3,938,878</u>	<u>2,478,503</u>	<u>3,552,088</u>	<u>2,221,188</u>

5. OTHER OPERATING INCOME

	ASSOCIATION		CASE	
	2020	2019	2020	2019
	S\$	S\$	S\$	S\$
Bond interest income	223,102	193,741	-	-
Interest income	87,431	82,125	60,400	50,889
Loss on redemption of financial assets measured at FVTOCI	(77,549)	(66,469)	-	-
Fair value loss on financial assets measured at FVTPL	(296,820)	(10,200)	-	-
Dividend income	60,703	93,105	-	-
Miscellaneous income	34,433	35,728	34,433	30,464
Secretarial fees from ASAS	63,000	55,000	63,000	55,000
Seminars	2,451	5,193	2,451	5,193
Wage credit scheme payout	14,814	14,158	14,814	14,158
	<u>111,565</u>	<u>402,381</u>	<u>175,098</u>	<u>155,704</u>

6. EMPLOYEE BENEFITS

	Association/CASE	
	2020	2019
	S\$	S\$
Salary, bonus & allowances	2,154,597	1,882,298
Contributions to defined contribution plans (CPF)	346,867	304,068
Secondment cost by NTUC	319,219	328,155
Provision for unconsumed leave	3,838	3,174
Staff welfare	24,930	52,180
Staff training & recruitment	14,171	4,916
Temporary staff	24,983	17,150
	<u>2,888,605</u>	<u>2,591,941</u>

7. INCOME TAX

The Association is a non-profit organisation and its income is exempted from tax under Section (13) of the Singapore Income Tax Act.

8. RENOVATION & EQUIPMENT

Association/CASE

Cost	Computers system-in-progress S\$	Computers S\$	Renovation & furniture S\$	Office equipment S\$	App development S\$	Total S\$
At 31.3.2018	120,000	140,485	56,848	132,777	-	450,110
Additions	177,000	13,940	1,230	2,560	-	194,730
At 31.3.2019	297,000	154,425	58,078	135,337	-	644,840
Additions	-	25,205	1,120	2,852	454,343	483,520
Write-offs	-	(731)	(664)	-	-	(1,395)
At 31.3.2020	297,000	178,899	58,534	138,189	454,343	1,126,965
Accumulated depreciation						
At 31.3.2018	-	133,008	44,960	121,429	-	299,397
Depreciation charge for the year	-	10,787	5,549	5,609	-	21,945
At 31.3.2019	-	143,795	50,509	127,038	-	321,342
Depreciation charge for the year	-	21,863	3,719	5,919	89,363	120,464
Write-offs	-	(731)	(664)	-	-	(1,395)
At 31.3.2020	-	164,927	53,564	132,557	89,363	440,411
Net Carrying Amount						
At 31.3.2020	297,000	13,972	4,970	5,632	364,980	686,554
At 31.3.2019	297,000	10,630	7,569	8,299	-	323,498

9. INTANGIBLE ASSETS

	Association/CASE
USE RIGHTS – LEASEHOLD PREMISE	S\$
Cost	
At 31.3.2018, 31.3.2019 & 31.3.2020	1,257,977
Accumulated amortisation	
At 31.3.2018	680,120
Amortisation expense for the year	41,932
At 31.3.2019	722,052
Amortisation expense for the year	41,932
At 31.3.2020	763,984
Net carrying value	
At 31.3.2020	493,993
At 31.3.2019	535,925

10. FINANCIAL ASSETS

	ASSOCIATION	
	2020	2019
	S\$	S\$
Financial assets measured at fair value through profit or loss		
- Equity securities (quoted)	1,065,190	1,204,490
Financial assets measured at fair value through other comprehensive income		
- Bonds (quoted) : Current	250,000	252,750
Non-current	5,461,750	5,025,531
	5,711,750	5,278,281
	6,776,940	6,482,771
Financial assets under current assets	(250,000)	(252,750)
Financial assets under non-current assets	6,526,940	6,230,021

The bonds carry coupon rates of 3.65 to 5% (2019 : 3.65 to 5%) p.a. calculated on the nominal value of the bonds and will mature between 25 August 2020 and 17 July 2168 (2019 : 31 October 2019 and 29 December 2049) with interest payable semi-annually and monthly.

	ASSOCIATION	
	2020	2019
	S\$	S\$
Movements in financial assets are as follows :-		
Fair (market) value at beginning of the year	6,482,771	5,288,902
Additions	1,425,770	2,495,345
Redemption/Disposals	(647,951)	(1,278,520)
Fair value loss during the year	(483,650)	(22,956)
Fair (market) value at end of the year	<u>6,776,940</u>	<u>6,482,771</u>

The investments are measured at fair value on a recurring basis after initial recognition. The fair value measurement of the investments is based on quoted price (unadjusted) in active market for identical assets (Level 1 inputs).

11. RIGHT-OF-USE ASSETS

	Office	Equipment	Total
	S\$	S\$	S\$
On adoption of FRS 116 on 1.4.2019	228,667	19,916	248,583
Amortisation charge for 2020	(86,602)	(4,509)	(91,111)
Net carrying amount at 31.3.2020	<u>142,065</u>	<u>15,407</u>	<u>157,472</u>

12. OTHER RECEIVABLES

	ASSOCIATION		CASE	
	2020	2019	2020	2019
	S\$	S\$	S\$	S\$
Deposits	150,482	25,045	150,482	25,045
Prepayments	42,412	37,081	42,412	37,081
Interest receivables	89,590	73,140	38,653	26,624
GST receivable	27,474	27,145	27,474	27,145
Grant receivables	558,535	245,027	417,069	207,395
Service fee receivables	27,890	-	27,890	-
	<u>896,383</u>	<u>407,438</u>	<u>703,980</u>	<u>323,290</u>

13. FIXED DEPOSITS

The fixed deposits are placed on 6 to 12 months (2019 : same) basis and earn interest ranging from 1.4 to 2% (2019 : 1.1 to 1.88%) p.a.

14. LEASE LIABILITIES

	ASSOCIATION/CASE	
	2020	2019
	S\$	S\$
Lease payments -		
Not later than 1 year	117,284	-
Later than 1 year but not later than 5 years	49,932	-
	167,216	-
Interest on future payments	(6,290)	-
	160,926	-
Principals payable within 12 months	(112,018)	-
Principals payable after 12 months	48,908	-

15. RELATED PARTY TRANSACTIONS

Key management personnel compensation

The key management personnel's remuneration include fees, salary, bonus, commission, contributions to defined contribution plans and other emoluments (including benefits-in-kind) computed based on the cost incurred by the Association, and where the Association did not incur any costs, the value of the benefit. The key management personnel's remuneration is as follows :-

	Association/CASE	
	2020	2019
	S\$	S\$
Short-term employee benefits (including salaries and related costs) paid or payable to key executives of the Association	924,973	870,532
Contributions to defined contribution plans (CPF)	85,948	74,681
Provision for unconsumed leave	2,515	3,579

16. CAPITAL COMMITMENTS

	Association/CASE	
	2020	2019
	S\$	S\$
Computer system contracted for but not recognised in financial statements	303,000	303,000
CASE Mobile Application Design & Development contracted for but not recognised in financial statements	-	132,240
	303,000	435,240

17. FINANCIAL RISKS AND MANAGEMENT

(i) Interest rate risk

The Association has cash balances placed with financial institutions which generate interest income. The Association manages its interest rate risk by placing such balances on varying maturities and interest rate terms.

Sensitivity analysis for interest rate risk

As the Association interest income was not material, any reasonable possible change in the interest rate with all other variables held constant will not have any significant impact on the Association's results.

(ii) Credit risk

The Association has no significant concentration of credit risk. Cash is placed with the financial institutions which are in good ratings. There are procedures in place to ensure on-going credit evaluation and active account monitoring to minimise bad debt risk.

(iii) Foreign exchange risk

The Association has no exposure to foreign exchange risk.

(iv) Market risk

The Association's exposure to market risk relates to its financial assets as disclosed in note 10 to the financial statements. The Association manages the exposure by cautious review of the investments before investing and continuous monitoring of their performance and risk profiles.

Sensitivity analysis for market risk

At the end of the reporting period, if the market price of the financial assets had been 5% (2019 : 5%) higher/lower with all other variables held constant, the Association's results would have been approximately \$324,000 (2019 : \$324,000) higher/lower.

(v) Liquidity risk

Liquidity risk is the risk that an enterprise will encounter difficulty in raising funds to meet commitments associated with financial instruments.

In the management of liquidity risk, the Association monitors and maintains a level of cash and cash equivalents deemed adequate by the management to finance the Association's operations and mitigate the effects of fluctuation in cash flows.

CONSUMERS ASSOCIATION OF SINGAPORE ENDOWMENT FUND (UEN : T04CC1786K) STATEMENT OF INCOME & EXPENDITURE AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	2020 S\$	2019 S\$
Income		
Donations	156,049	206,240
Investment income	(63,533)	241,413
Grants	386,790	257,315
Other operating income	-	5,264
	479,306	710,232
Expenditure		
Cost of generating funds	19,274	23,291
Charitable activities	336,508	149,850
Governance costs	2,957	2,323
	358,739	175,464
Net surplus for the year	120,567	534,768
Other comprehensive income -		
Fair value loss on financial assets measured at fair value through other comprehensive income (FVTOCI)	(168,350)	(12,756)
Transfer of fair value adjustment reserve on financial assets measured at FVTOCI to profit or loss	59,069	47,949
Other comprehensive income for the year	(109,281)	35,193
Total comprehensive income for the year	11,286	569,961

CONSUMERS ASSOCIATION OF SINGAPORE ENDOWMENT FUND (UEN : T04CC1786K) STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

	2020 S\$	2019 S\$
ASSETS		
Non-Current Assets		
Financial assets	6,526,940	6,230,021
Current Assets		
MTI grant receivable	141,466	37,632
Interest receivables	50,937	46,516
Financial assets	250,000	252,750
Fixed deposits	1,449,755	1,654,443
Bank balances	198,313	383,322
	2,090,471	2,374,663
Total Assets	8,617,411	8,604,684
FUNDS AND LIABILITIES		
Funds and reserves		
Accumulated funds	8,821,570	8,701,003
Fair value reserve	(207,600)	(98,319)
	8,613,970	8,602,684
Current liabilities		
Accrued expenses	3,441	2,000
Total funds and liabilities	8,617,411	8,604,684

APPENDICES

CASE Membership Figures

CASE Members as at 31 March 2020

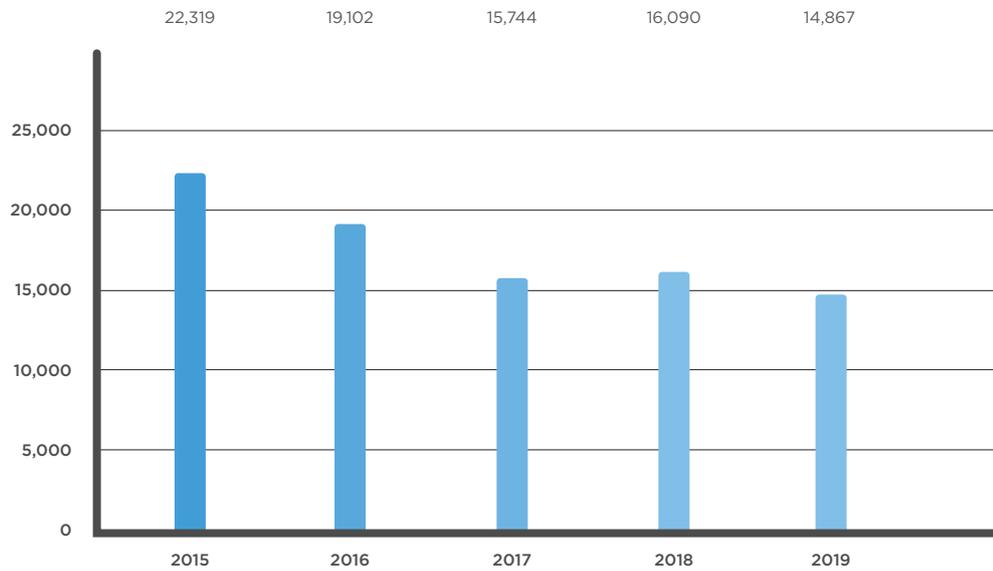
Membership Type	Number
Founder	1
Institutional	21
Life	533
Student	6
Family	12
Ordinary	331

CASE Complaint Statistics for 2019

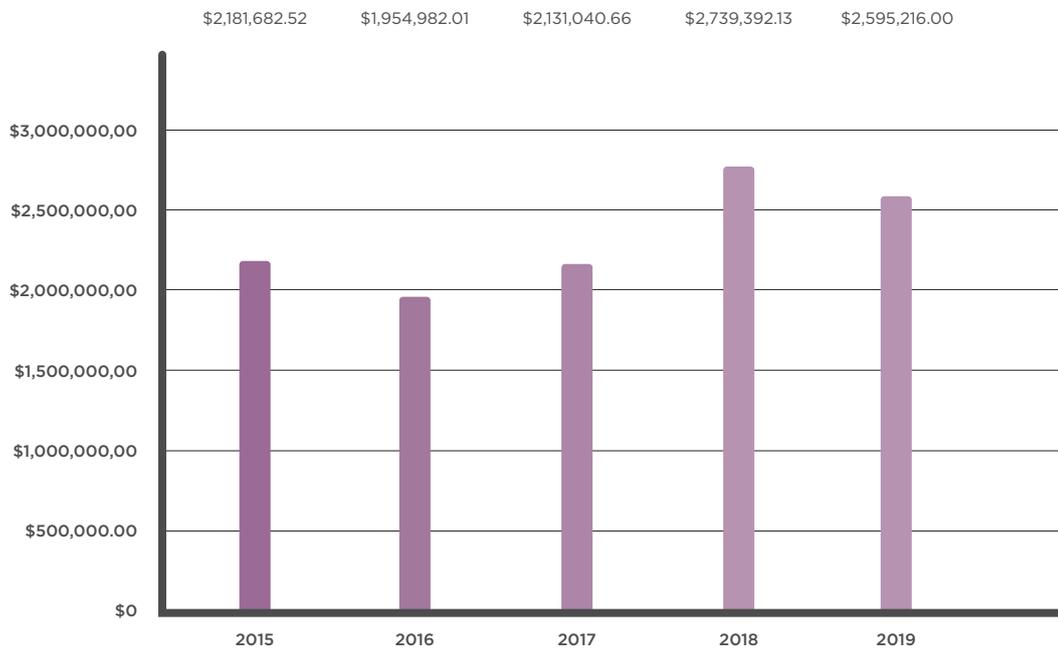
Industry	Total No. of Complaints	Total Amount Recovered
Air-conditioners	268	\$21,741.00
Airlines	269	\$26,011.79
Banks	271	\$47,812.97
Beauty	1,598	\$579,697.64
Bridal	240	\$7,070.40
Clothing	168	\$13,688.30
Clubs	186	\$29,635.51
Computers	250	\$26,944.45
Contractors	1,144	\$145,398.00
Educational	369	\$78,476.09
Electrical & Electronics	1,046	\$134,787.48
Electricians	45	\$150.00
Entertainment	138	\$424.00
Finance	153	\$31,537.99
Food & Beverages	361	\$12,137.15
Furniture	756	\$70,404.62
Hair	332	\$111,689.70
Handphones	295	\$6,150.40
Hawkers	15	-
Hotels	116	\$22,516.98
Insurance	268	\$374,893.12
Interior Design	118	\$19,363.00
Jewellers	96	\$14,897.00
Laundries	55	\$1,005.00
Maid Agencies	496	\$48,854.10
Match-making Agencies	107	\$8,472.65
Medical	301	\$49,505.45
Miscellaneous	797	\$89,605.84
Motor Vehicle Workshops	132	\$8,744.90
Motorcars	1,683	\$246,621.03
Motorcycles	200	\$20,304.00
Movers	157	\$13,455.76
Non-electrical Kitchenwares	50	\$6,647.00
Optical	58	\$2,191.85
Pets	55	\$162.00
Plumbing	45	\$2,031.00
Power Utility	230	\$3,323.38
Reading Materials	23	\$70.00
Real estate	174	\$90,759.00
Restaurants	32	\$6,323.55
Shoes	90	\$4,447.50
Slimming	51	\$75,279.00
Supermarkets	50	\$211.00
Telecommunications	591	\$44,213.54
Timeshares	119	\$48,205.00
Transportation	270	\$12,893.66
Travel	517	\$33,405.24
Watches	82	\$3,057.00
Total	14,867	\$2,595,216.00

From 2015 to 2019

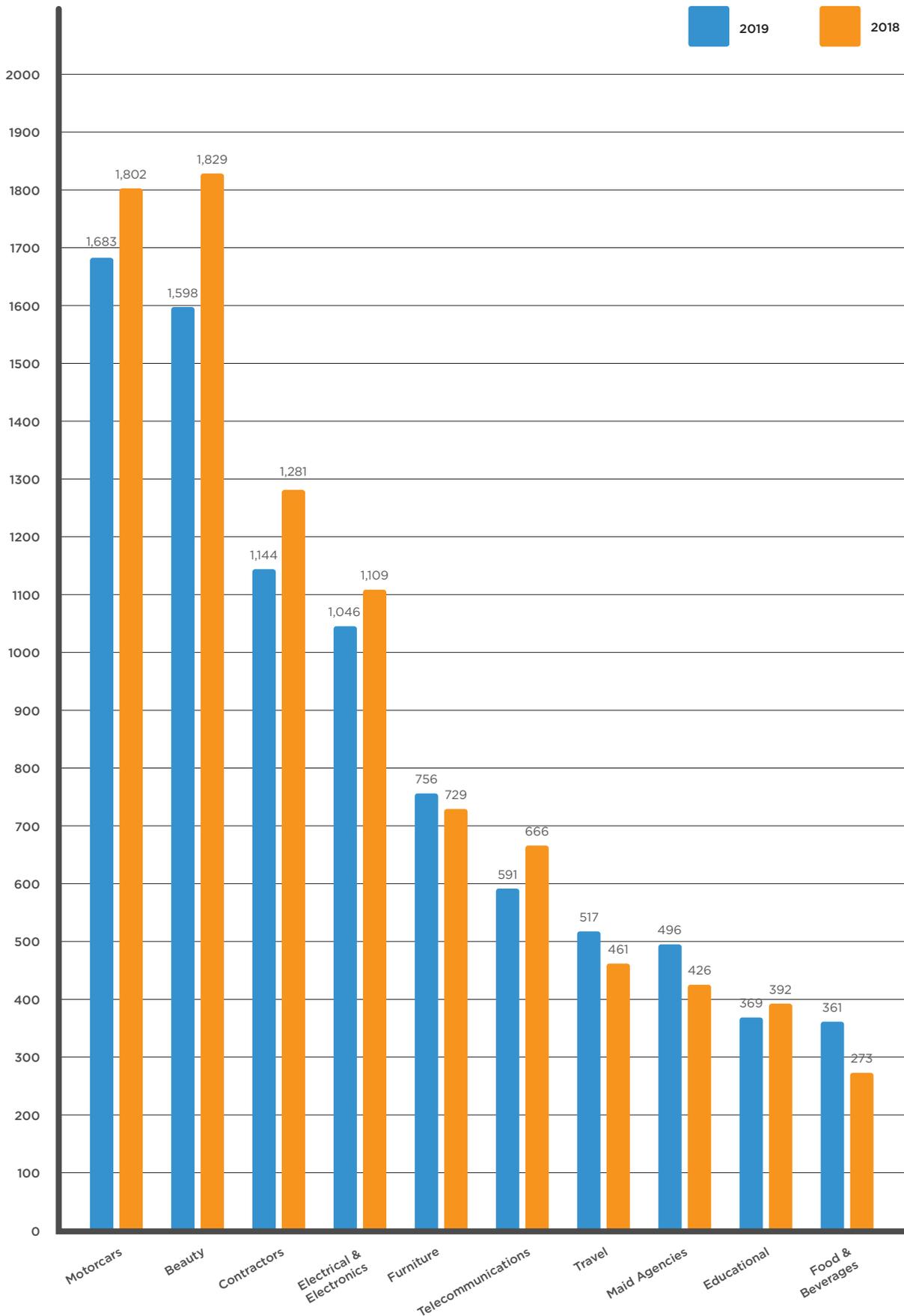
TOTAL COMPLAINTS



TOTAL AMOUNT RECOVERED



Comparison of Top 10 Industries for 2018 and 2019





**Consumers
Association
of Singapore**

CASE Office

170 Ghim Moh Road
#05-01 Ulu Pandan Community Building
Singapore 279621

Hotline: 6100 0315

Feedback Email: sayit@case.org.sg

Membership Tel: 6461 1882

Membership Email: members@case.org.sg

Fax: 6467 9055

Website: <https://www.case.org.sg/>

Consumers Association of Singapore
UEN No: S71SS0016L
GST No: M90368613C

Consumers Association of Singapore
Endowment Fund
UEN No: T04CC1786K



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